

Texas Health Human Services Commission

Community Partner Program

August 2017

Overview

- **Community Partner Program**
- **YourTexasBenefits.com**
 - **What can be done on YourTexasBenefits.com?**
 - **Learn**
 - **Benefit Programs**
 - **Apply**
 - **Manage**
 - **Account Summary**
 - **EBT Card Information**
 - **Community Partner Portal**
 - **Set up your computer with your CP ID**
 - **Mobile App**
- **Questions**

Health and Human Services Commission

The Health and Human Services Commission (HHSC) administers benefits and determines eligibility for the following programs:

Health Care	Cash Assistance	Food Assistance
<ul style="list-style-type: none">• Medicaid• Children's Health Insurance Program (CHIP)• Healthy Texas Women programs	<ul style="list-style-type: none">• Temporary Assistance for Needy Families (TANF)	<ul style="list-style-type: none">• Supplemental Nutrition Assistance Program (SNAP)

HHSC processed over 2,328,000 assistance applications in the last 12 months.

Health and Human Services Commission

As of September 2016:

- Almost 4.5 million people received healthcare benefits through HHSC
 - Children enrolled in CHIP: 374,000
 - People enrolled in Medicaid: 4,094,133
- Just under 4 million people received SNAP food assistance
- Approximately 64,000 people received TANF cash assistance

Health and Human Services Commission

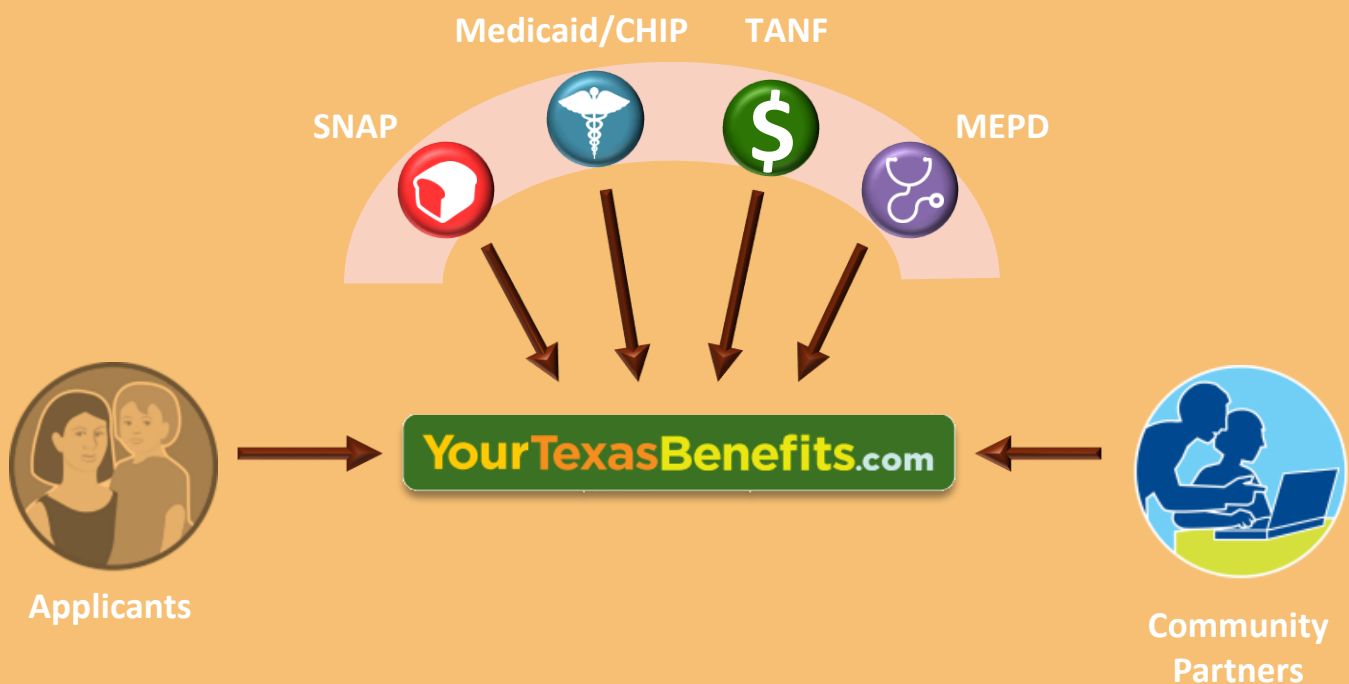
Preparing for the Future



- Previously, benefit applications were submitted as paper applications.
 - Inconvenient
 - Time Consuming
- HHS has modernized the benefit application process.
 - YourTexasBenefits.com
 - YourTexasBenefits.com Mobile App
- More efficient and effective system

Community Partner Program

The Community Partner Program works in partnership with community based organizations to help individuals apply for and manage their HHS benefits through the use of YourTexasBenefits.com.



Community Partner Program

Benefits of Partnership

Community Partners receive numerous benefits including:

- **Personal regional support**
- **In-person and online training**
- **Technical assistance on YourTexasBenefits.com**
- **Ability to provide HHS feedback on websites, 2-1-1 Option 2, and benefits**
- **News and updates on HHS programs**
- **Access to continuing education units (CEUs)**
- **Data reports on Community Partner activities**
- **Promotional materials**

Community Partner Program

Program Updates

- The CPP has grown from 36 initial pilot sites in 2012 to nearly 1,300 sites today.
- Focus is shifting from recruitment to a more comprehensive model that includes development, support, and retention initiatives.

Community Partner Support Specialist (CPSS)	Regional & Community Relations (RCR)	CPP State Office
<ul style="list-style-type: none"> ❖ Serves as the first point of contact and support for Community Partners ❖ Assists new or renewing Community Partners with CPP implementation at their agencies ❖ Provides technical assistance with systems and processes ❖ Provides general ongoing support including onsite visits and hands-on training 	<ul style="list-style-type: none"> ❖ Provides information on HHSC benefit programs and YourTexasBenefits.com ❖ Assists in new Community Partner recruitment ❖ Coordinates and attends community events for Community Partners and other stakeholders ❖ Assists new or renewing Community Partners with CPP implementation at their agencies ❖ Acts as a liaison between Community Partners and the CPP state office 	<ul style="list-style-type: none"> ❖ Facilitates and leads training and communication services ❖ Establishes and approves new Community Partners ❖ Oversees and informs program policies and procedures ❖ Provides high-level technical assistance, including YourTexasBenefits.com ❖ Acts as a liaison between Community Partners and HHS, as well as with state agencies

YourTexasBenefits.com

- **What can be done on YourTexasBenefits.com?**
- **Learn**
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- **Questions**

YourTexasBenefits.com

What can be done on YourTexasBenefits.com?

Users can:

- Create an account
- Apply for benefits
- Check benefit status
- Renew benefits
- Print a Medicaid card
- Upload documents
- Report changes
- Check EBT card balance
- Choose a health plan
- Set up alerts and paperless options
- View case information
- Find an office or Community Partner

YourTexasBenefits.com

Banner
Message

The screenshot shows the homepage of YourTexasBenefits.com. At the top, there is a teal header with the logo on the left and navigation links (Help, Español, user profile, Log Out) on the right. Below the header is a white banner message box with a yellow icon and text about 2016 Medicaid/CHIP benefits. Underneath are three yellow buttons: 'Learn About benefit programs', 'Apply For new benefits', and 'Manage Your account or applications'. The main content area features a large video player with a woman holding a green sign that says 'Your Texas Benefits .com'. Navigation arrows and a 'Watch on YouTube' button are also visible.

Your Texas Benefits

Help | Español | Michele Dethloff | Log Out

! If you received qualifying Medicaid or CHIP benefits from HHSC in 2016, we will send you an IRS Form 1095-B by the end of March. The form shows the months you had coverage in 2016. You will need to use this form when filing 2016 federal tax returns.

Learn
About benefit programs

Apply
For new benefits

Manage
Your account or applications

Learn how Your Texas Benefits can help you

Your Texas Benefits .com

Watch on YouTube

Banner Messages provide users with important HHSC information.

- System Maintenance alerts.
- HHSC information and notices.

YourTexasBenefits.com

Learn

Your
Texas
Benefits

[Help](#) | [Español](#) | [Log In](#)



If you received qualifying Medicaid or CHIP benefits from HHSC in 2016, we will send you an IRS Form 1095-B by the end of March. The form shows the months you had coverage in 2016. You will need to use this form when filing 2016 federal tax returns.

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For new benefits

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Learn how Your Texas Benefits can help you



Watch on
YouTube



YourTexasBenefits.com

Learn

Your Texas Benefits[Help](#) | [Español](#) | [Log In](#)

! You will not be able to use the Your Texas Benefits website from 8 a.m. to 6 p.m. Sunday. We will be updating the website. If you received qualifying Medicaid or CHIP benefits from HHSC in 2016, we will send you an IRS Form 1095-B by the end of March. The form shows the months you had coverage in 2016. You will need to use this form when filing 2016 federal tax returns.

[Learn](#)
About benefit programs

[Apply](#)
For new benefits

[Manage](#)
Your account or applications

i You are now being assisted at HHSC.

Learn how Your Texas Benefits can help you

If you get Medicaid or CHIP, make sure you're ready when it's time to renew.
[Click here to learn more.](#)

State benefit programs help people with little or no money who are in need

SNAP Food Benefits
Helps families buy food for good health.
[LEARN MORE](#)

TANF Cash Help
Helps families with children age 18 and younger pay for basic needs.
[LEARN MORE](#)

Health Care
Helps cover visits to doctors, dentists, and hospitals. Also covers medicines ordered by doctors and dentists.
[LEARN MORE](#)

Support Services
Helps people with daily living needs, caregivers, and people with mental health, drug or alcohol issues.
[LEARN MORE](#)

What help can you get?

Prescreening Tool
Answer some basic questions in our prescreening tool to find which benefits and support services you might be able to get.
When you're done, you can create an account to apply for benefits and send your info to support services so we can contact you by program.
[START TOOL](#)

Find Support Services
If you are just looking for support services and want to be contacted by programs, you need to create an account.
With an account, you will also be able to save your support service screening form and check the status of any you have already filled out.
[FIND SERVICES](#)

Select "Learn More" To find out about HHSC Benefits Programs

TEXAS
Health and Human Services

[Find an Office](#) | [Partner Login](#) | [Get a Paper Form](#) | [Contact HHSC](#)
[Internet Policy](#) | [Civil rights](#) | [Privacy Policy](#) | [Compact with Texans](#) | [Texas.gov](#)

YourTexasBenefits.com

Learn



SNAP Food Benefits

Helps families buy food for good health.

[LEARN MORE](#)



TANF Cash Help

Helps families with children age 18 and younger pay for basic needs.

[LEARN MORE](#)



Health Care

Helps cover visits to doctors, dentists, and hospitals. Also covers medicines ordered by doctors and dentists.

[LEARN MORE](#)



Support Services

Helps people with daily living needs, caregivers, and people with mental health, drug or alcohol issues.

[LEARN MORE](#)

What help can you get?

How to Get Help

[Health Care](#)[SNAP Food Benefits](#)[TANF Cash Help](#)[Other Programs](#)

SNAP Food Benefits

SNAP

What it offers

Helps people buy the food they need for good health. People also can buy garden seeds with SNAP benefits.

SNAP food benefits are put on to the Lone Star Card and can be used just like a credit card at any store that accepts SNAP.

SNAP can't be used to:

- Buy tobacco.
- Buy alcoholic drinks.
- Buy things you can't eat or drink.
- Pay for food bills you owe.

Who is it for?

- People who don't have a lot of money as long as they meet program rules.
- Most adults age 18 to 49 with no children in the home can get SNAP for only 3 months in a 3-year period. The benefit period might be longer if the person works at least 20 hours a week or is in a job or training program. Some adults might not have to work to get benefits, such as those who have a disability or are pregnant.

[Apply for Benefits](#)

[Your Texas Benefits](#)

[View My Case](#)

[Learn More](#)

Find classes about healthy food choices, food budgeting, food safety, and exercise Lone Star Card

How to Get Help

[Health Care](#)[SNAP Food Benefits](#)[TANF Cash Help](#)[Other Programs](#)

TANF Cash Help

TANF helps families pay for basic living needs.

- TANF for families
- One-time TANF
- One-time TANF for grandparents

[Apply for Benefits](#)

[Your Texas Benefits](#)

[View My Case](#)

[Learn More](#)

Lone Star Card
One Time Grandparent Payment (PDF)

How to Get Help

[Health Care](#)[SNAP Food Benefits](#)[TANF Cash Help](#)[Other Programs](#)

Health Care

Overview

Some people with little or no money might be able to get health benefits through a variety of state programs.

If you can't get benefits from one of these programs, there are other options. Find health insurance by going to www.HealthCare.gov.

Health care for children

- Children's Medicaid
- Children's Health Insurance Program (CHIP)
- Medicaid Buy-In for Children

Health care for women

- Medicaid for low-income pregnant women
- CHIP perinatal coverage
- Healthy Texas Women
- Medicaid for Breast and Cervical Cancer

Health care for young adults and families

- Medicaid for an adult caring for a child
- Medicaid for Former Foster Care Children
- Medicaid for Transitioning Foster Care Youth

[Apply for Benefits](#)

[Your Texas Benefits](#)

[View My Case](#)

How to Get Help

[Health Care](#)[SNAP Food Benefits](#)[TANF Cash Help](#)[Other Programs](#)

Other Programs

Support Services

What it offers

- Help with daily living needs, such as bathing, dressing, eating, shopping, laundry, or making meals.
- Help for caregivers who need a short break (respite services).
- Treatment for mental health issues.
- Treatment for drug or alcohol abuse issues.

Who is it for?

- People who are older or have a disability.
- People who are caring for a person who is older or has a disability.
- People who need help with a mental health issue.
- People who need help with drug or alcohol abuse issues.

Learn more

To find out if you can get support services, go to YourTexasBenefits.com.

[Apply for Benefits](#)

[Your Texas Benefits](#)

[View My Case](#)

YourTexasBenefits.com

Learn

Prescreening Tool

Answer some basic questions in our prescreening tool to find which benefits and support services you might be able to get.

When you're done, you'll be directed to the next step.

YourTexasBenefits.com

[Help](#) | [Español](#) | [Log In](#)

What help can I get?

Screening for benefits and support services: What to expect

[Back to Home](#)

Introduction

Type of help needed

People needing help

About people in your home

Review answers

Results

Why fill out this form?

You can use this screening form to find out if you, or a person you're helping, can get benefits, support services, or both.

[Learn more about benefits.](#)

[Learn more about support services.](#)

How does this form work?

This form will first ask you to pick the types of benefits and support services you want to know about. It will then ask you about the person or people who need benefits or services. You will need to give some personal facts about each person.

At the end of the form, you'll get a chance to look over and change your answers.

What happens when you're done filling out this form?

- Once a user completes the tool they will be directed to:
 - Apply for HHSC state benefits by creating an account in [YourTexasBenefits.com](#), or
 - To the Federal Market Place to apply for private insurance.
- All individuals applying for Healthy Texas Women, SNAP or TANF benefits will automatically be directed to [YourTexasBenefits.com](#).
- The prescreening tool will **not** save any personal identifying information entered.

YourTexasBenefits.com

Learn

Find Support Services

If you are just looking for support services and want to be contacted by programs, you need to create an account.

With an

[Back to Home](#)

- ▶ People needing help
- ▶ Terms of Use
- ▶ About support needs
- ▶ Review your answers
- ▶ Results

Support Services Screening: What to expect



Have you started or filled out a support services screening form before? If yes, you can [finish or view those screening forms](#).

Why fill out this form?

You can use this screening form to find out what support services are for:

- People who are older or have a disability making meals.
- People who are caring for someone making meals. Help can include giving the person meals.
- People who need help with a mental health condition.
- People who need help with drug or alcohol use.

How does this form work?

This form will ask you about the person or organization you are helping. At the end of the form, you'll get a chance to choose how you want to be contacted for help you. You then have 2 choices:

1. You can view or print out the list of programs that are available to you.

or

2. You can ask us to send your form to support services and log in, we'll send your form to them and they'll contact you about the help they might be able to provide.

Person needing help

* = must answer

Tell us about the person filling out this form

* First name:

Middle name:

* Last name:

Suffix :

* Phone number:

Organization (if applies):

* How are you related to the person you are helping screen for support services?

Pick an option



the person needing support services.

The LTSS screening tool will ask:

- For information about the individual seeking services
- That the information provided be reviewed for accuracy

Once completed, a list of available programs will be displayed

(Users must create an account and log in to YourTexasBenefits.com to initiate this process)

YourTexasBenefits.com

Benefit Programs

Pick programs

Click each box to select the program type you want to apply for. Then pick each program below the box for anyone you will add to your application.



SNAP Food Benefits

Helps buy food for good health.



TANF Cash Help

Helps pay for things like food, housing and clothing.



Health Care

Helps cover medical bills and medicine.



Women's Health Services

Helps pay for things like exams, screenings, and birth control.



Medicare Savings Programs

Helps people pay medicare costs.



Long-term Care Services

Help for people with a long-lasting illness or disability.

Available programs through YourTexasBenefits.com

- SNAP (Supplemental Nutrition Assistance Program)
- TANF (Temporary Assistance for Needy Families) Cash Help
- Health Care
- Women's Health Services
- Medicare Savings Programs
- Long-term Care Services

YourTexasBenefits.com

Benefits Programs

Click each box to select the program type you want to apply for. Then pick each program below the box for anyone you will add to your application.



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Medicare Savings Programs

Helps people pay medicare costs.



Long-term Care Services

Help for people with a long-lasting illness or disability.



SNAP food benefits (food stamps)

Quick program info:

Most adults with no children in the home can only get Supplemental Nutrition Assistance Program (SNAP) for 3 months in a 3-year period.

Most people age 16 to 59 must follow work rules to get SNAP Food Benefits. Some adults, such as those who have a disability or are pregnant, might not have to work.

SNAP Food Benefits

- Helps buy food for good health.

YourTexasBenefits.com

Benefits Programs

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Long-term Care Services

Help for people with a long-lasting illness or disability.

☒ Cash help

Quick program info:

There are three types of Temporary Assistance for Needy Families (TANF) to help families with children age 18 and younger:

1. TANF: Monthly cash payments
2. One-Time TANF: Once every 12 months for families in crisis
3. One-Time TANF for Grandparents: If caring for a child who gets TANF

TANF Cash Help

- Helps pay for things like food, housing and clothing.

YourTexasBenefits.com

Benefits Programs

Click each box to select the program type you want to apply for. Then pick each program below the box for anyone you will add to your application.



SNAP Food Benefits

Helps buy food for good health.



TANF Cash Help

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Health Care

Helps cover medical bills and medicine.



Women's Health Services

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Medicare Savings Programs

Helps people pay medicare costs.



Long-term Care Services

Help for people with a long-lasting illness or disability.

- ☐ Adults caring for a child
- ☐ Pregnant women
- ☐ Person age 65 or older or person who has a disability that is expected to last a year or longer
- ☒ Children
- ☐ Adult who isn't taking care of a child
- ☐ Person who is: (1) age 25 or younger, and (2) was age 18 or older when they were in foster care

Quick program info:

Coverage is through Medicaid and the Children's Health Insurance Program (CHIP).

If you apply for benefits for children or pregnant women we first look to see if you can get Medicaid. If you can't get Medicaid, we look to see if you can get CHIP.

Health Care

- Helps cover medical bills and medicine.

YourTexasBenefits.com

Benefits Programs

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SNAP Food Benefits

Helps buy food for good health.



TANF Cash Help

Helps pay for things like food, housing and clothing.



Health Care

Helps cover medical bills and medicine.



Women's Health Services

Helps pay for things like exams, screenings, and birth control.



Medicare Savings Programs

Helps people pay medicare costs.



Long-term Care Services

Help for people with a long-lasting illness or disability.

☒ Healthy Texas Women

Quick program info:

You can get these services if you are a woman and:

- Are 18 to 44 years old
- Age 15-17 with a parent or legal guardian applying for you
- A U.S. citizen or legal immigrant
- Live in Texas
- Don't have health insurance
- Are not pregnant
- Make at or below the monthly family income limits

Women's Health Services

- Helps pay for things like exams, screenings, and birth control.

YourTexasBenefits.com

Benefits Programs

Click each box to select the program type you want to apply for. Then pick each program below the box for anyone you will add to your application.



SNAP Food Benefits

Helps buy food for good health.



TANF Cash Help

Helps pay for things like food, housing and clothing.



Health Care

Helps cover medical bills and medicine.



Women's Health Services

Helps pay for things like exams, screenings, and birth control.



Medicare Savings Programs

Helps people pay medicare costs.



Long-term Care Services

Help for people with a long-lasting illness or disability.



Medicare Savings Programs

Quick program info:

You must already get Medicare to apply for the Medicare Savings Program.

Medicare costs can include Medicare premiums, co-pays and deductibles.

Medicare Savings Programs

- Helps people pay for Medicare costs.

YourTexasBenefits.com

Benefits Programs

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Medicare Savings Programs

Helps people pay medicare costs.



Long-term Care Services

Help for people with a long-lasting illness or disability.

- ☐ Help for a person with intellectual or developmental disabilities
- ☐ Help for a person with no intellectual or developmental disabilities

Quick program info:

This help is for daily health care and living needs. Help can be at home or in certain places of care.

If you pick one or both of these items, the Department of Aging and Disability Services (DADS) will contact you.

Long-term Care Services

- These type programs provide for daily health care and living needs. Help can be at home or in certain places of care.
- If the client chooses one or both of these items, the Department of Aging and Disability Services (DADS) will contact them.

YourTexasBenefits.com

Apply

The screenshot shows the homepage of YourTexasBenefits.com. At the top, there is a teal header with the logo on the left and links for 'Help', 'Español', and 'Log In' on the right. Below the header is a white banner with an orange icon and text about IRS Form 1095-B. Underneath is a navigation bar with three yellow buttons: 'Learn About benefit programs', 'Apply For new benefits' (highlighted with a blue box), and 'Manage Your account or applications'. Below the navigation bar is a large heading: 'Apply online and manage your benefits any time, any place'. To the left of this heading is a box with a green icon and the text 'Apply for benefits' followed by a description and an 'APPLY NOW' button (also highlighted with a blue box). To the right is a box titled 'Tips when applying for benefits' with a list of items. At the bottom, there is a section titled 'What Texans are saying about Your Texas Benefits' with a video player and a 'Watch on youtube' link, and another section titled 'Once you apply online you can.' with a list of actions.

Your Texas Benefits Help | Español | Log In

If you received qualifying Medicaid or CHIP benefits from HHSC in 2016, we will send you an IRS Form 1095-B by the end of March. The form shows the months you had coverage in 2016. You will need to use this form when filing 2016 federal tax returns.

Learn
About benefit programs

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For new benefits

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Your account or applications

Apply online and manage your benefits any time, any place

Apply for benefits
Apply online so you can have access to your account at any time. You can start, save and go back to your online application.

APPLY NOW

Tips when applying for benefits
Be ready to answer questions about everyone applying such as:

- Social Security number and birth date
- Citizenship or immigration status
- Money from jobs and other sources
- The value of cars and other property
- Costs you pay for bills

What Texans are saying about Your Texas Benefits

Once you apply online you can.

- Check the status of your benefits
- Report changes to your case
- Renew your benefits
- Print a Medicaid card
- Upload items we need from you
- Use the Your Texas Benefits mobile app to manage your case

Watch on youtube

Users can go directly to “Apply” from the “Learn” page of YourTexasBenefits.com website.

YourTexasBenefits.com

Apply

Your Texas BenefitsHelp | Español | Log In


If you received qualifying Medicaid or CHIP benefits from HHSC in 2016, we will send you an IRS Form 1095-B by the end of March. The form shows the months you had coverage in 2016. You will need to use this form when filing 2016 federal tax returns.

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Apply online so you can have access to your account at any time. You can start, save and go back to your online application.

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Tips when applying for benefits

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- Social Security number and birth date
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- The value of cars and other property
- Costs you pay for bills

More Texans choose to apply online and the reasons are clear

What Texans are saying about Your Texas Benefits




Watch on youtube

Once you apply online you can:

- Check the status of your benefits
- Report changes to your case
- Renew your benefits
- Print a Medicaid card
- Upload items we need from you
- Use the Your Texas Benefits mobile app to manage your case

Helpful Hint: Users can review the items needed when applying for benefits prior to initiating an application.

 **TEXAS**
Health and Human
Services Commission

[Find an Office](#) | [Partner Login](#) | [Get a Paper Form](#) | [Contact HHSC](#)
[Internet Policy](#) | [Civil rights](#) | [Privacy Policy](#) | [Connect with Texans](#) | [Texas.gov](#)

YourTexasBenefits.com

Apply

Apply online and manage your benefits any time, any place



Apply for benefits

Apply online so you can have access to your account at any time. You can start, save and go back to your online application.

APPLY NOW

Tips when applying for benefits

Be ready to answer questions about everyone applying such as:

- Social Security number and birth date
- Citizenship or immigration status
- Money from jobs and other sources
- The value of cars and other property
- Costs you pay for bills

The user can select "APPLY NOW" and will be directed to the "Login to your account" pop up of YourTexasBenefits.com.

Login to your account

User name

Password

☐ Remember me

☐ Show password

LOG IN

[Forgot password?](#)

[Don't have an account?](#)

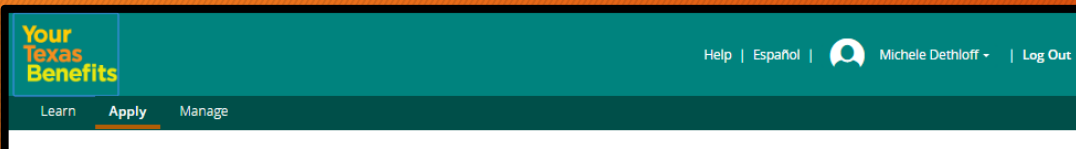
[Forgot user name?](#)

[Create a new account](#)

Users that have a YourTexasBenefits.com account can log in directly or a new account can be immediately created.

YourTexasBenefits.com

Apply



Common Questions: "What information do I need when I apply?"

Getting started on your application

Fill out as much as you can on your application. This might speed up the process. We'll have to contact you if we need more information.

Be ready to answer questions about people who are applying, who else you live with, and the things you pay for and own.

Give yourself enough time. It takes most people 30 to 60 minutes to fill out the application. You can start, save and go back to your application at any time.

Here is what to expect when you apply.



1 Submit application and upload files.



2 We'll review it.



3 We'll let you know if we need more info.



4 We'll let you know if you can get benefits.

your application, not just your name and contact information

- You can upload items we might need to process your application before you send us your application. Here is a [list of items](#)
- For additional information about applying online and other common questions, visit our [Help Center](#)

Common Questions:

- ▶ What information do I need to apply?
- ▶ Can I do the whole application online?
- ▶ How long will you save the application I'm working on?
- ▶ What happens to my application when I'm done?
- ▶ What date do you use to figure out my first month's benefit amount?
- ▶ What other help can I get?
- ▶ How do I report fraud, waste or abuse of HHSC benefits?

Common Questions:

▶ What information do I need to apply?

Be ready to provide information about:

- Money you get from jobs and other sources
- Social Security numbers and birth dates of everyone who wants to apply
- Costs you pay for bills, such as rent, mortgage, water, gas, electric, sewage and phone
- The value of items you pay for or own, such as vehicles, money in bank accounts, stocks, etc.
- Money you get or pay for child support
- Health Insurance Information

▶ Can I do the whole application online?

We can accept an electronic signature (e-signature) if the application you fill out is for yourself or if you have the right to act for the person applying (an authorized representative).

If you are completing the application for someone else and you are not their authorized representative, we have to mail the application to be signed. This will be sent to the head of household.

▶ How long will you save the application I'm working on?

▶ What happens to my application when I'm done?

▶ What date do you use to figure out my first month's benefit amount?

▶ What other help can I get?

▶ How do I report fraud, waste or abuse of HHSC benefits?

Helpful Hint: Providing the proper information at the initial application will help ensure quick processing times eliminating the need for an HHSC worker to request additional information.

YourTexasBenefits.com

Apply


Getting started on your application

Fill out as much as you can on your application. This might speed up the process and get you benefits more quickly. We'll have to contact you if we need more information.


Be ready to answer questions about people who are applying: who else is living in your home, the money you get and the things you pay for and own.

Give yourself enough time. It takes most people 30 to 60 minutes to fill out the application. You can start, save and go back to your application at any time.


Here is what to expect when you apply.




Submit application and upload files.



We'll review it.



We'll let you know if we need more info.



We'll let you know if you can get benefits.

Common Questions:

benefits

- [Show Getting started in a PDF page](#)
- Fill out as much as you can on your application, not just your name and contact information
- You can upload items we might need to process your application before you send us your application. Here is a [list of items](#)
- For additional information about applying online and other common questions, visit our [Help Center](#)

Select the "list of items" hyperlink to access PDF copy of "Items we might need from anyone on your case."

Items we might need from anyone on your case

We try to get proof of the facts you gave about your case by checking online sources. If we need more items showing proof, we'll let you know. We'll tell you what items to send and how to send them. This form shows items we might ask you to send. You can upload these items using our website, YourTexasBenefits.com. If you upload any of these items now, it might help us review your case faster. We need only items that apply to anyone on your case. For example if no one has a bank account, we don't need bank statements.

If you are applying for Any Benefit Program

bringing or sending copies of items that apply to anyone on your case might help us review it faster.

- **Identity** (proof of who you are) – Current driver's license or Department of Public Safety ID card. If a person has the right to act for you (say your authorized representative), that person also needs to give proof of identity.
- **Immigration status** – Resident card (I-551), or valid departure form (I-94). Or pages from the U.S. Citizenship and Immigration Services. We need copies of the front and back of these forms.
- **Volunteer benefits, worker's compensation, or unemployment** – A valid letter or pay stub.
- **Social Security, Supplemental Security Income (SSI), or pension benefits** – A valid letter or pay stub.
- **Military service** – Current Military ID (Form DD-2), military orders, or separation papers (Form DD-214).
- **Legal representative** (a person who has the right to act for you on legal issues) – Power of attorney papers, guardianship orders, court orders, or similar court documents.
- **Loans and gifts** (includes someone paying bills for you) – Loan agreements or statement from the person giving you money or paying your bills. Must show that person's name, address, phone number, and signature.
- **Residence** (proof you live in Texas) – Utility bill, driver's license, Texas Department of Public Safety ID, rent receipt, letter from landlord (each is a separate item).

If you are applying for SNAP food benefits

bringing or sending copies of items that apply to anyone on your case might help us review it faster.

- **Proof of income from your job** – Last 3 pay stubs or paycheck, a statement from your employer, or self-employment records.
- **Bank accounts** – The most current statement for all accounts.
- **Medical costs** – Bills, receipts, or statements from health-care providers (doctors, hospitals, drug stores, etc.). These items should show costs you have now and costs you expect in the future.
- **Rent or mortgage costs** – Recent checks, check stubs, or statement from the mortgage bank or landlord. Renters also need to give the landlord's name, address, and phone number.
- **Dependent care expenses** – Receipts, canceled checks, or a signed statement from the person you pay. A signed statement must show when and how much you pay.
- **Child support anyone pays** – Court papers that show what you must pay for child support. For example: divorce decree, court order, or district clerk record.
- **Child support anyone gets** – District clerk record. Or letter from the parent who pays showing how much, how often, and the date it is usually paid. The letter must have the name, address, phone number, and signature of the parent who pays.

To get SNAP, a person must be a U.S. citizen or legal resident.

More on the back

More items we might need from you

If you are applying for TANF Cash Help for Families

bringing or sending copies of items that apply to anyone on your case might help us review it faster.

- **Proof of income from your job** – Last 3 pay stubs or paychecks, a statement from your employer, or self-employment records.
- **Bank accounts** – Most current statement for all accounts.
- **Proof a child is related to you** – Legal birth, hospital, or baptismal certificate.
- **Citizenship** – U.S. passport, Certificate of Naturalization, U.S. birth certificate (copies of the front and back), hospital record of birth, or Medicare card. If you were born in Texas, we might be able to look up your birth record.
- **Child's vaccines** – Vaccine records for each child.
- **Proof a child lives with you** – A signed statement from your landlord or a non-relative neighbor that includes his or her name, address, and phone number.
- **Child support anyone pays** – Court papers that show what you must pay for child support. For example: divorce decree, court order, or district clerk record.
- **Child support anyone gets** – District clerk record. Or letter from the parent who pays showing how much, how often, and the date it is usually paid. The letter must have the name, address, phone number, and signature of the parent who pays.
- **Health insurance** – Copy of the front and back of the insurance card or policy.

If you are applying for CHIP or Children's Medicaid

bringing or sending copies of items that apply to anyone on your case might help us review it faster.

- **Proof of income from your job** – One pay stub or paycheck from the last 60 days, a statement from your employer, or self-employment records.
- **Medical costs** – Bills or statements from health-care providers (doctors, hospitals, drug stores, etc.) from the past 3 months. We only need these items if you haven't already paid for these services.
- **Citizenship** – U.S. passport, Certificate of Naturalization, U.S. birth certificate (copies of the front and back), hospital record of birth, or Medicare card. If you were born in Texas, we might be able to look up your birth record.

If you are applying for Medicaid for a Pregnant Woman or an Adult

bringing or sending copies of items that apply to anyone on your case might help us review it faster.

- **Proof of income from your job** – Last 3 pay stubs or paychecks, a statement from your employer, self-employment records, or last year's tax return.
- **Medical costs** – Bills or statements from health-care providers (doctors, hospitals, drug stores, etc.) from the past 3 months. We only need these items if you haven't already paid for these services.
- **Citizenship** – U.S. passport, Certificate of Naturalization, U.S. birth certificate (copies of the front and back), hospital record of birth, or Medicare card. If you were born in Texas, we might be able to look up your birth record.

YourTexasBenefits.com

Apply

YourTexasBenefits

Help | Español | Michele Dethloff | Log Out

Learn

Apply

Manage

Pick programs

About you

People applying for benefits

Financial info

Health care info


Final questions

Upload files

Check answers and send

Pick programs

Click each box to select the program type you want to apply for. Then pick each program below the box for anyone you will add to your application.




SNAP Food Benefits

Helps buy food for good health.


☐

SNAP food benefits (food stamps)




TANF Cash Help

Helps pay for things like food, housing and clothing.




Health Care

Helps cover medical bills and medicine.




Women's Health Services

Helps pay for things like exams, screenings, and birth control.



Medicare Savings Programs

Helps people pay medicare costs.



Long-term Care Services

Help for people with a long-lasting illness or disability.

Quick program info:

Most adults with no children in the home can only get

Programs applying for:

Please click on the boxes on the left to pick programs.

← BACK

SAVE & EXIT

NEXT

The Progress Bar shows where the user is in the application process.

YourTexasBenefits.com

Apply



As the user selects each program a summary is created on the right side of the menu.

Pick programs

Click each box to select the program type you want to apply for. Then pick each program below the box for anyone you will add to your application.

 SNAP Food Benefits Helps buy food for good health.	 TANF Cash Help Helps pay for things like food, housing and clothing.	 Health Care Helps cover medical bills and medicine.	 Women's Health Services Helps pay for things like exams, screenings, and birth control.	 Medicare Savings Programs Helps people pay	 Long-term Care Services Help for people with a long-lasting
--	--	---	---	--	---

☐ Adults caring for a child

☐ Pregnant women

☐ Person age 65 or older or person who has a disability that is expected to last a year or longer

☒ Children

☐ Adult who isn't taking care of a child

☐ Person who is: (1) age 25 or younger, and (2) was age 18 or older when they were in foster care

Quick program

Coverage is thro

If you apply for

we first look to s

get Medicaid, w

[< BACK](#) [SAVE & EXIT](#)

YourTexasBenefits.com

Help | Español | Michele Dethloff | Log Out

Learn Apply Manage

Pick programs About you People applying for benefits Financial info Health care info Final questions Upload files Check answers and send

Pick programs

Click each box to select the program type you want to apply for. Then pick each program below the box for anyone you will add to your application.

 SNAP Food Benefits Helps buy food for good health.	 TANF Cash Help Helps pay for things like food, housing and clothing.	 Health Care Helps cover medical bills and medicine.	 Women's Health Services Helps pay for things like exams, screenings, and birth control.	 Medicare Savings Programs Helps people pay medicare costs.	 Long-term Care Services Help for people with a long-lasting illness or disability.
--	--	---	---	--	--

☒ SNAP food benefits (food stamps)

Programs applying for:

- ☒ SNAP food benefits (food stamps)
- ☒ Children
- ☒ Healthy Texas Women

[< BACK](#) [SAVE & EXIT](#) [NEXT](#)

The summary updates as each additional program is added.

YourTexasBenefits.com

Apply

The screenshot shows the 'YourTexasBenefits.com' website with the 'Apply' tab selected. The progress bar indicates the current step is 'About you'. The question 'Who is filling out this form?' is highlighted with a blue box. Below the question, the radio button for 'Myself or people I live with' is selected and also highlighted with a blue box. Other options include 'Someone else'. A 'DONE' button is visible at the bottom right of the question area.

Person filling out this form

* = Required item

Who is filling out this form?

I'm filling out this form for: *

☒ Myself or people I live with ☐ Someone else

DONE

Help from a certified application counselor or navigator

Contact person or head of household

Language for letters and forms

What language do you speak?

← BACK SAVE & EXIT

This screenshot shows the same question as the previous one, but with the 'Myself or people I live with' radio button selected. Below the question, there is an additional question: 'Do you want to give someone the right to act for you - to be your authorized representative? *'. The 'No' option is selected for this question. A 'DONE' button is visible at the bottom right.

Person filling out this form

* = Required item

Who is filling out this form?

I'm filling out this form for: *

☒ Myself or people I live with ☐ Someone else

Do you want to give someone the right to act for you - to be your authorized representative? *

☐ Yes ☒ No

DONE

How to answer “**Who is filling out this form?**”

When Community Partners are performing Application Assistance with their client present answer the question with “**Myself or People I live with**”.

YourTexasBenefits.com Apply

The screenshot displays the 'YourTexasBenefits.com' application interface. At the top, there's a teal header with the logo and navigation links: 'Learn', 'Apply' (highlighted), and 'Manage'. Below the header, a progress bar shows steps: 'Pick programs' (completed), 'About you' (current step), 'People applying for benefits', 'Financial info', 'Health care info', 'Final questions', 'Upload files', and 'Check answers and send'. The main content area is titled 'Person filling out this form' and includes a sidebar with links like 'Interview help', 'Help from a certified application counselor or navigator', 'Contact person or head of household', 'Language for letters and forms', and 'What language do you speak?'. The main form section is titled 'Who is filling out this form?' and contains the following fields and options:

- I'm filling out this form for: ***
 - ☐ Myself or people I live with
 - ☒ Someone else
- Are you the authorized representative for the person applying for benefits? ***
 - ☒ Yes
 - ☐ No
- Tell us about the person who has the right to:**
 - First name: *** [Text input]
 - Middle name or initial:** [Text input]
 - Last name: *** [Text input]
 - Home phone:** [Text input]
 - E-mail address:** [Text input]
 - Retype e-mail address:** [Text input]
 - Mailing address (line 1): *** [Text input]
 - Address (line 2):** [Text input]
 - County:** [Dropdown menu]
 - City: *** [Text input]
 - State: *** [Dropdown menu]
 - ZIP: *** [Text input]
- Does the person applying for benefits have someone who can act for them -- an authorized representative? ***
 - ☐ Yes
 - ☐ No

At the bottom of the form, there are buttons for '< BACK' and 'SAVE & EXIT'.

Community Partners should not need to provide personal information on their client's application unless the Partner is acting as their Account Representative. Personal information will be requested if this question is answered with **"Someone else"**.

Community Partners should only become a client's Authorized Representatives in very rare circumstances.

YourTexasBenefits.com Apply

Person filling out this form

Who is filling out this form?

First name: Michelle

Do you want to give someone else the right to act for you - to be your authorized representative?

Help from a certified application counselor or navigator

Is a certified application counselor or navigator helping you apply for benefits?

Contact person or head of household

Contact person or head of household

First name: Michele

Middle name or initial: R

Last name: Dethloff

Suffix:

Sex: Female

Date of birth: 12-25-1999

Social Security number: 123-45-6789

E-mail address: mdethloff@abo.com

Retype e-mail address: mdethloff@abo.com

Home phone:

Cell or daytime phone: 512-555-5555

Home address (line 1): 12345 Main Street

Address (line 2):

County: Williamson

City: Austin

State: Texas

ZIP: 78729

If the user has an existing HHSC benefits case the "Head of Household" listed on that case should match the User information in YourTexasBenefits.com. This will help when upgrading accounts from limited to full access and help link the users application to their existing HHSC case .

YourTexasBenefits.com Apply

Every applicant has the right to immediately file an application without completing all of the requirements.

▶ The right to file this application immediately

You have the right to file this application immediately if it has your name, address and signature.

Because this is an online application, some people can give us an electronic signature (e-signature).

If you are applying for SNAP food benefits, the first month's amount will be based on the date we get your name, address, and signature. This also applies to other benefits.

To file your application immediately, you can:

1. Click on the 'Next' button on this page
- and
2. Click on the circle on the progress bar that says 'Check answers and send'

If you send your application to us without filling out all the questions that apply to your case, you will have to answer them before you can get benefits.

512-555-5555

Home address (line 1): * ⓘ
12345 Main Street

Address (line 2):

County: Williamson City: * Austin State: Texas ZIP: * 78729

Is your mailing address different than your home address?
No

▶ The right to file this application immediately

Pick programs

About you

People applying
for benefits

Financial info

Health care info

Final questions

Upload files

Check answers
and send



Helpful Hint: Submitting an incomplete application is not recommended because it will delay processing times for clients.

YourTexasBenefits.com

Apply

People on your benefits case

[ADD A PERSON](#)

Person 1

Michele Dethloff Female, Age 49 - Head of Household

Does anyone living in your home get Women, Infants and Children Program (WIC) benefits right now?

☐ Yes ☐ No

Other people living in your home

We need to know about any other people living in your home, like relatives or friends, even though they're not applying for benefits.

Is there anyone else living in your home that you haven't added to your application?

☐ Yes ☐ No

Info about people in your home

Does a child applying for healthcare travel with a family member who is a migrant farm worker?



☐ Yes ☐ No

Does anyone applying for benefits have a disability?

☐ Yes ☐ No

When people break program rules, they are sometimes "disqualified" from getting benefits. People who are disqualified are sent a letter and told they can't get cash help (TANF) or Food Benefits (SNAP).

Is anyone living in your home disqualified from getting cash help or food benefits anywhere in the United States?

☐ Yes ☐ No

Renewing your health coverage in future years: If you allow it, the agency can renew your health coverage every year without asking you for more facts. To do this, you must agree to allow the agency to use facts about money you get (income data), including tax returns. You will get a renewal letter and you can make any changes you want. You also can cancel your agreement at any time.

Do you agree to allow HHSC to get your income data and renew your health coverage without asking you?

Pick an option

- Yes - for 5 years
- Yes - for 4 years
- Yes - for 3 years
- Yes - for 2 years
- Yes - for 1 year
- No - I don't agree

SAVE & EXIT

NEXT

Partners should discuss automatic renewal of health care benefits with clients they serve.

YourTexasBenefits.com

Apply

Emergency help

Emergency SNAP food benefits

You might be able to get SNAP food benefits the next work day based on your answers to these questions. (The next work day is based on when you hit 'Send' at the end of this application. Work days are Monday to Friday. They don't include state holidays).

Answer these questions for everyone living in the home.

Is anyone a migrant worker or a seasonal farm worker?

☐ Yes ☐ No

Is the total amount of money that everyone has today \$100 or less? Include cash and money in the bank.

☐ Yes ☐ No

Do you expect the total amount of money everyone will have this month to be less \$150?

☐ Yes ☐ No

Is the amount of your housing bills more than the amount of money (cash and money in the bank) everyone expects to have this month? Count bills that are paid only by people living in the home. Bills can include rent, mortgage, water, gas, electric, sewage and phone.

Emergency SNAP food benefits

You might be able to get SNAP food benefits the next work day based on your answers to these questions. (The next work day is based on when you hit 'Send' at the end of this application. Work days are Monday to Friday. They don't include state holidays).

Answer these questions for everyone living in the home.

Is anyone a migrant worker or a seasonal farm worker?

☐ Yes ☒ No

Is the total amount of money that everyone has today \$100 or less? Include cash and money in the bank.

☐ Yes ☒ No

Do you expect the total amount of money everyone will have this month to be less \$150?

☐ Yes ☒ No

Is the amount of your housing bills more than the amount of money (cash and money in the bank) everyone expects to have this month? Count bills that are paid only by people living in the home. Bills can include rent, mortgage, water, gas, electric, sewage and phone.

☐ Yes ☒ No

These questions help determine if the client is eligible for expedited SNAP services. If the client meets the criteria their case will be processed and a determination made by the next work day.

YourTexasBenefits.com

Apply

Health care for pregnant women

You might get Medicaid benefits within 15 work days for anyone who is pregnant.

Is anyone in your home pregnant?

☒ Yes ☐ No

[+ ADD PREGNANCY INFO](#)

Add pregnancy details

Name of the woman who is pregnant: *

Due date:



Number of babies expected: *

First and last name of the father of the unborn child:

First name:

Last name:

Home address of the father of the unborn child:

Address (line 1):

Address (line 2):

City:

State:

ZIP:

When a user indicates that someone in their household is pregnant, they will be asked to provide specific information about the father of the child as well as details about the pregnancy.

Pregnancy Medicaid has expedited criteria and determinations should be made within 15 business days of applying.

YourTexasBenefits.com

Apply

The screenshot shows the 'Pick programs for people' page for Michele Dethloff. The page has a navigation bar at the top with five tabs: 'Add person', 'Emergency help', 'Pick programs for people' (which is selected and underlined), 'Person details', and 'Where you live'. Below the navigation bar, the title 'Pick programs for Michele Dethloff' is displayed. A paragraph of text reads: 'Review the benefit programs you picked when you started your application. Uncheck the boxes for the programs that Michele Dethloff does not want to apply for. If you didn't pick a program when you started your application you can't check the box for it below. To pick one of these programs you need to click the circle under 'Pick programs' on the bar at the top of the page.' Below this text, there are three main categories of programs, each with a list of checkboxes. The first category is 'SNAP Food Benefits' with a red fork and knife icon; it contains one checked checkbox labeled 'SNAP food benefits (food stamps)'. The second category is 'TANF Cash Help' with a green dollar sign icon; it contains three unchecked checkboxes: 'Cash help', 'One-Time TANF', and 'One-Time Grandparent Payment'. The third category is 'Health Care' with a blue plus sign icon; it contains five checkboxes, with 'Children' checked and the others unchecked. Below the 'Health Care' section is a category for 'Women's Health Services' with a pink heart and female symbol icon; it contains one checked checkbox labeled 'Healthy Texas Women'. The bottom of the page shows the start of another category with a purple plus sign icon.

Navigation tabs: Add person, Emergency help, **Pick programs for people**, Person details, Where you live

Pick programs for Michele Dethloff

Review the benefit programs you picked when you started your application. Uncheck the boxes for the programs that Michele Dethloff does not want to apply for.

If you didn't pick a program when you started your application you can't check the box for it below.

To pick one of these programs you need to click the circle under 'Pick programs' on the bar at the top of the page.

SNAP Food Benefits

- ☒ SNAP food benefits (food stamps)

TANF Cash Help

- ☐ Cash help
- ☐ One-Time TANF
- ☐ One-Time Grandparent Payment

Health Care

- ☐ Adults caring for a child
- ☐ Pregnant women
- ☐ Person age 65 or older or person who has a disability that is expected to last a year or longer
- ☒ Children
- ☐ Adult who isn't taking care of a child
- ☐ Person who is: (1) age 25 or younger, and (2) was age 18 or older when they were in foster care

Women's Health Services

- ☒ Healthy Texas Women

Picking Programs

- When a user begins an application and selects the programs they wish to apply for, those selections are initially applied to all members of the household.
- Changes can be made to the selections from the "Pick programs for people" page.

YourTexasBenefits.com

Apply


Add person Emergency help **Pick programs for people** Person details Other contact info Where you live

Pick programs for Michele Dethloff


Review the benefit programs you picked when you started your application. Uncheck the boxes for the programs that Michele Dethloff does not want to apply for.

If you didn't pick a program when you started your application you can't check the box for it below.

To pick one of these programs you need to click the circle under 'Pick programs' on the bar at the top of the page.

 **SNAP Food Benefits**


☒ SNAP food benefits (food stamps)

 **TANF Cash Help**

☐ Cash help

☐ One-Time TANF

☐ One-Time Grandparent Payment

 **Health Care**

☐ Adults caring for a child


☐ Pregnant women

☐ Person age 65 or older or person who has a disability that is expected to last a year or longer


☒ Children

☐ Adult who isn't taking care of a child

☐ Person who is: (1) age 25 or younger, and (2) was age 18 or older when they were in foster care

 **Women's Health Services**

☒ Healthy Texas Women

 **Medicare Savings Programs**

Example:

The user is only applying for SNAP and Healthy Texas Women benefits.


The user needs to un-select "Children".

- SNAP and Healthy Texas Women remain selected and the Children's Medicaid is now unselected.

YourTexasBenefits.com

Apply

Your Texas Benefits

Help | Español |  Michele Dethloff ▾ | Log Out

Learn **Apply** Manage

Pick programs About you **People applying for benefits** Financial info Health care info Final questions Upload files Check answers and send

Add person Emergency help Pick programs for people Person details **Other contact info** Where you live

Confidential Address

Michele Dethloff's Confidential contact info

Address (line 1):Address (line 2):

County:

Pick an option ▾ ▾

City:State:

Pick an option ▾ ▾

ZIP:

XXXXX


Confidential phone:

Applications for Healthy Texas Women allow a user to provide confidential contact information. Space is provided for the user to provide a private telephone number and mailing address.

YourTexasBenefits.com

Apply

Your Texas Benefits

Help | Español |  Michele Dethloff | Log Out


Learn | Apply | **Manage**


Welcome, Michele.


My Authorized Representative Cases


[+ ADD CASE](#)


Quick links


 **1**
Message center


Paperless settings


Interviews


Medicaid & CHIP services


Find support services


My LTSS screenings

You are a legal guardian or parent of a Healthy Texas Women minor client (age 15-17)

[+ ADD INDIVIDUAL](#)

Add minor to your account

Enter the individual ID of the person you are helping

Are you a legal guardian or parent of this person? *

☐ Legal guardian ☐ Parent

[ENTER](#)

[CLOSE](#)

Case activity

Applications **1** ▶

Change reports ▶

Renewals ▶

File uploads ▶

Consent form **1** ▶

Minors applying for Healthy Texas Women must have a Parent or Legal Guardian acting on their behalf.

The Parent or Legal Guardian must be entered into YourTexasBenefits.com in the "Manage" section of the website.

YourTexasBenefits.com

Apply

The screenshot shows the 'YourTexasBenefits.com' website interface. At the top, there's a teal header with the logo on the left and navigation links for 'Help', 'Español', a user profile for 'Michele Dethloff', and a 'Log Out' button. Below the header is a dark teal bar with tabs for 'Learn', 'Apply' (which is highlighted), and 'Manage'. A progress bar follows, showing steps: 'Pick programs' (checked), 'About you' (checked), 'People applying for benefits' (checked), 'Financial info' (current step, marked with a minus sign), 'Health care info', 'Final questions', 'Upload files', and 'Check answers and send'. The main content area is titled 'Money coming into the home' and includes instructions: 'Add, edit or delete info about money coming into the home for each person on your benefits case. We need to know about money paid from a job, self-employment and training in the last 3 months. Click 'Begin' to enter info for each person listed below. Mark 'N/A' if there is nothing to add for a person.' Below this, a table lists household members. The first row shows 'Michele D' with two options: 'Mark All' and 'N/A', each with an unchecked checkbox. A 'BEGIN' button is to the right of the 'N/A' option. At the bottom of the form are buttons for '< BACK', 'SAVE & EXIT', and 'NEXT'.

Money coming into the home

Add, edit or delete info about money coming into the home for each person on your benefits case.

We need to know about money paid from a job, self-employment and training in the last 3 months.

Click 'Begin' to enter info for each person listed below. Mark 'N/A' if there is nothing to add for a person.

Money coming into the home	Other money sources	Things you have	Accounts and expenses	Past income
Money coming into the home				
Add, edit or delete info about money coming into the home for each person on your benefits case.				
We need to know about money paid from a job, self-employment and training in the last 3 months.				
Click 'Begin' to enter info for each person listed below. Mark 'N/A' if there is nothing to add for a person.				
Michele D				

☐ Mark All

☐ N/A

BEGIN

< BACK SAVE & EXIT NEXT

Select "Mark All" if no one in the household has income.

Select "N/A" if an individual has no income.

Money coming into the home.

The user will need to provide income information for all household members.

If an individual has no earnings then "N/A" can be selected.

YourTexasBenefits.com

Apply

Money coming into the home Other money sources Things you have Accounts and expenses Past income

Money coming into the home details

Enter info for each job. Click 'Add' when done.

How did Michele Dethloff get this money?

☒ Job ☐ Self-employment ☐ Training

Job details ▼

Money coming into the home Other money sources Things you have Accounts and expenses Past income

Money coming into the home details

Enter info for each job. Click 'Add' when done.

How did Michele Dethloff get this money?

☒ Job ☐ Self-employment ☐ Training

Job details ▼

Hours worked for that payment: Last amount paid (before taxes and other deductions):

40 \$450.00

Earnings from a job:

- Employment, self-employment or training
- Job details to include on application
 - Employer name
 - Employer contact information
 - Hours worked per payment
 - Start date
 - Last payment date
 - How often paid
 - Still employed

YourTexasBenefits.com

Apply

Money coming into the home Other money sources Things you have Accounts and expenses Past income

Add other money

Please select the money source and enter the info. Click 'Add' when done.

Type:

Claim number (if it applies):

Name of the person, company, or agency paying this money:

How often paid?

Date last paid:

Type:

- Adoption Assistance
- Aftercare Room and Board Assistance
- Alimony / spousal support
- Annuity
- American Indian / Native Alaskan payment
- Award
- Canceled debt
- Investment / capital gain
- Child Support
- Child of Women Vietnam Veterans
- Civil Service Retirement
- Court award
- Disability Insurance
- Dividend
- Energy Payment
- Federal Excess Child Support
- Fishing Rights
- Foster Care
- Gift Tickets
- Gift or contribution
- Government Housing
- ICFMR
- Interest
- Jury duty
- LTC Insurance
- Life Estate
- Child support back payment

Note Principal

- GAG Child Support Disregard
- Other
- PAI, or ETV Benefits
- PCA
- Pension/Retirement
- Prize
- RCA
- RSDI
- Railroad Retirement
- Monthly cost paid to guardian
- Retained Child Support
- Royalties
- SSI
- Stimulus Unemployment Compensation
- Strike Benefits
- TANF
- TPR Payments
- Child support back payment
- Trust Payments
- Unemployment Compensation
- VA Aid and Attendance
- VA Compensation
- VA DIC payment
- VA Housebound Allowance

- Other types of income include RSDI, SSI, Child Support, Energy Payments, TANF, Pension or Retirement Money and Unemployment Insurance payments.
- All types of income must be reported when applying for benefits.

YourTexasBenefits.com

Apply

Insurance and bills

Insurance and bills for Michele

You must have Medicare Part A if you apply for the Medicare Savings Program.

Does Michele get Medicare?

☒ Yes ☐ No

Mark the type Michele gets:

☐ Part A ☐ Part B ☐ Part D

Medicare premium (monthly cost):

Health insurance details

Type of coverage:

Name of policy holder:

Policy number:

Does get this insurance through a job they have now or used to have?

☐ Yes ☐ No

Coverage start date:

Coverage end date:

Premium:

Amount you pay each month to cover your children on this insurance:

How often is premium paid?

Who pays the premium?

First name:

Last name:

Name of insurance company:

Insurance company address (line 1):

Address (line 2):

Medicare Savings Program (MSP)

- Clients must have Medicare Part A to be eligible for MSP.
- MSP can help clients pay their Medicare Premiums.

YourTexasBenefits.com Apply

Insurance and bills

Insurance and bills for Michele

You must have Medicare Part A if you apply for the Medicare Savings Program.

Does Michele get Medicare?

☐ Yes ☒ No

In the last 3 months, have you had any health insurance other than Medicare, Medicaid or CHIP?

☐ Yes ☒ No

Did Michele pay any medical or dental bills in the past year?

☐ Yes ☒ No

Do you have health insurance that covers family health insurance?

☐ Yes ☒ No

If anyone can't pay their medical bills, Medicaid (income) they got during the months they were on Medicaid. If you already paid these bills, you can't get the Medicare Savings Program. If you already paid these bills, you can't get the Medicare Savings Program.

Did Michele have medical bills from service?

☒ Yes ☐ No

Medical bills for the past three months details

Type of bill:

Pick an option

Amount of bill:

\$0.00

Amount paid:

\$0.00

Date of service:

MM-DD-YYYY

Who provided the medical service?

Address (line 1):

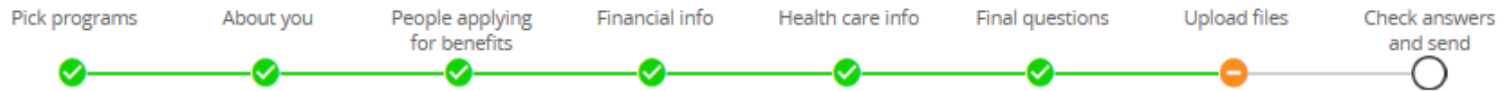
Address (line 2):

Individuals may qualify for assistance with paying ***unpaid*** medical bills obtained before an HHSC application is submitted.

Users must indicate the type of bill, the amount, the date of service and the name of the service provider. Users should also provide copies of the ***unpaid*** bills with their application.

YourTexasBenefits.com

Apply



Upload files

Upload files

When you apply for benefits you might need to give us items showing proof of the info you gave us on this application. [Here is a list](#) of the items we need you to send us for each program. If we need more info, we will send you a letter.

If you upload the files we need now, it might help us review your case faster.

To start, select a file you need (from your desktop) and drag it into the box below or pick 'browse for a file'.

The file will show up under 'Files you want to send'. You will need to pick the type of file you want to upload.

Select 'Upload files' to start the upload.

Files that have been sent will be listed under 'Uploaded files'.

Drag files here that you want to upload
or [browse for a file](#)

Files you want to send

UPLOAD FILES

Uploaded files

Helpful info

Files you upload must be:

- 6 MB or smaller
- PDF, JPG, TIFF, or GIF format

You can send up to 10 files at a time as long as they don't add up to more than 30MB.

If you can't upload your files using the website, you can give us items one of these ways:

Write your Social Security number on each item you give to us.

Mail:
Health and Human Services
Commission
P.O. Box 149024
Austin, TX
78714-9024

Fax:
1-877-447-2839
If your file is 2-sided, fax both sides.

Before submitting the electronic application in YourTexasBenefits.com the user will be prompted to upload any necessary documents pertaining to their case.

Please refer to the helpful hints when uploading documents.

YourTexasBenefits.com

Apply

The screenshot shows the 'YourTexasBenefits.com' application interface. At the top, there's a navigation bar with 'Learn', 'Apply' (selected), and 'Manage' tabs. A progress bar below the navigation bar shows eight steps: 'Pick programs', 'About you', 'People applying for benefits', 'Financial info', 'Health care info', 'Final questions', 'Upload files', and 'Check answers and send'. The first seven steps are marked with green checkmarks, and the eighth step is marked with a red circle. A modal dialog titled 'Check your answers' is overlaid on the page. The modal contains the text: 'Do you want to check your answers? If yes, we will show your form in a new window. It might take at least 30 seconds to load.' There are two buttons: 'NO' and 'YES'. The background page shows the 'Review answers' section with fields for 'Home address', 'Home phone', 'Mailing address', 'Programs applied for', 'Your household' (a table with columns: First name, Middle name, Last name, Suffix), 'Parent(s) or legal guardian', 'Statement of understanding', and a signature line.

Review answers

Click here to see your application in a new window

Home address:
9204 Hazelhurst Dr
Austin TX 78729

Home phone:
5127492392

Programs applied for:

Program	Applicant
SNAP for	Michele Dethloff

Your household

	First name	Middle name	Last name	Suffix	
Head of house	Michele	R	Dethloff		Update

Parent(s) or legal guardian
Make sure the info on the 'Parent(s) or legal guardian' page is correct before sending us your application.

Statement of understanding
All Benefit Programs

Facts HHSC has about me
HHSC uses facts about people applying for benefits to decide: (1) who can get benefits, and (2) the amount of benefits. HHSC checks facts with the federal Income and Eligibility Verification System. If any facts don't match, HHSC will check other sources (banks, employers, etc.). If anyone applying for benefits has an immigration registration number, HHSC must check with the U.S. Citizenship and Immigration Services' (USCIS) system. HHSC will not give anyone's facts to USCIS.

In most cases, I can see and get facts HHSC has about me. This includes facts I give HHSC and facts HHSC gets from other sources (medical records, employment records, etc.).

[Show statement of understanding in a new page](#)


By signing below, I agree:

To let HHSC and other state, federal and local agencies check, share and get facts about anyone whose information is needed to decide who can get benefits and

Users will be asked if they would like to verify the answers they provided on the application.

YourTexasBenefits.com Apply

//www.yourtexasbenefits.com/GeneratePDF/Pdfcontroller/generate?params=HKS6%2F42whlCe%2Fio - Inte...
s://www.yourtexasbenefits.com/GeneratePDF/Pdfcontroller/generate?params=HKS6%2F42whlCe%2FioG998R%2FN



Your Texas Benefits: Form

Please use dark ink. Please print. If you need more room, add pages.
Fill in the circles (☐) like this → ●

Section A

Your Facts

If you're applying to get SNAP food benefits, the first month's amount will be based on the date we get pages 1 and 2.

Other benefits also are based on when we get pages 1 and 2.

If you send only pages 1 and 2 now, you will still need to fill out the rest of the application to get benefits.

You have the right to file this form immediately if it has your name, address, and signature.

Mark the benefits anyone on your case is applying for:

☒ SNAP Food Benefits ☐ TANF Cash Help for Families ☒ Medicaid or CHIP

☐ Children ☐ Adult caring for a child ☐ Adult not caring for a child ☐ Pregnant Woman

Person 1: contact person or head of household

Michelle R Dethloff
Firstname Middle name Lastname

1
Social Security Number Date of Birth (month/day/year)

Mailing address:
Austin Texas 78729
City State ZIP

Home phone: Cell or daytin phone:
Home address: Williamson County Texas 78729
City State ZIP

Section B

Food Benefits

This section is only for people applying for food benefits.

Find out how to return your form: See page 3.


You might be able to get SNAP food benefits the next work day based on your answers to these questions. Answer them for everyone living in your home.


1. Is anyone a migrant worker or seasonal farm worker? ☐ Yes ☒ No

2. Is the total amount of money that everyone has today \$100 or less? (include cash and money in the bank) ☐ Yes ☒ No

3. Do you expect the total amount of money everyone will have this month to be less than \$150? ☐ Yes ☒ No

4. Is the amount of your housing bills more than the amount of money (cash and money in the bank) everyone expects to have this month? (Count bills that are paid only by people living in the home. Bills can include rent, mortgage, water, gas, electric, sewage, and phone.) ☐ Yes ☒ No

Sign here (or have someone with the right to act for you sign) Date  **Go on page 2**

 TEXAS
Health and Human Services Commission

Application for benefits
Texas Health and Human Services Commission

H1010
08/2017
Page 1

By selecting "yes" users can print or save the application prior to submitting it to HHSC.

YourTexasBenefits.com

Manage

Your
Texas
Benefits

[Help](#) | [Español](#) | [Log In](#)



If you received qualifying Medicaid or CHIP benefits from HHSC in 2016, we will send you an IRS Form 1095-B by the end of March. The form shows the months you had coverage in 2016. You will need to use this form when filing 2016 federal tax returns.

[Learn](#)
About benefit programs

[Apply](#)
For new benefits

[Manage](#)
Your account or applications

Quick access to your account and applications



Your Account

Check the status of your benefits or manage your benefits.

[LOG IN NOW](#)



Applied with a paper application?

You can still manage your benefits online. Once we review your application you will be able to see your information on Your Texas Benefits.

[CREATE AN ACCOUNT](#)

More ways to make managing your benefits easier than ever

Your Texas Benefits App

Manage your case using the Your Texas Benefits app on your phone.

Download it in the [Google Play](#) or [iTunes App Store](#)

Go Paperless

You'll get an email or text when there's a form or notice available online in your Message Center.

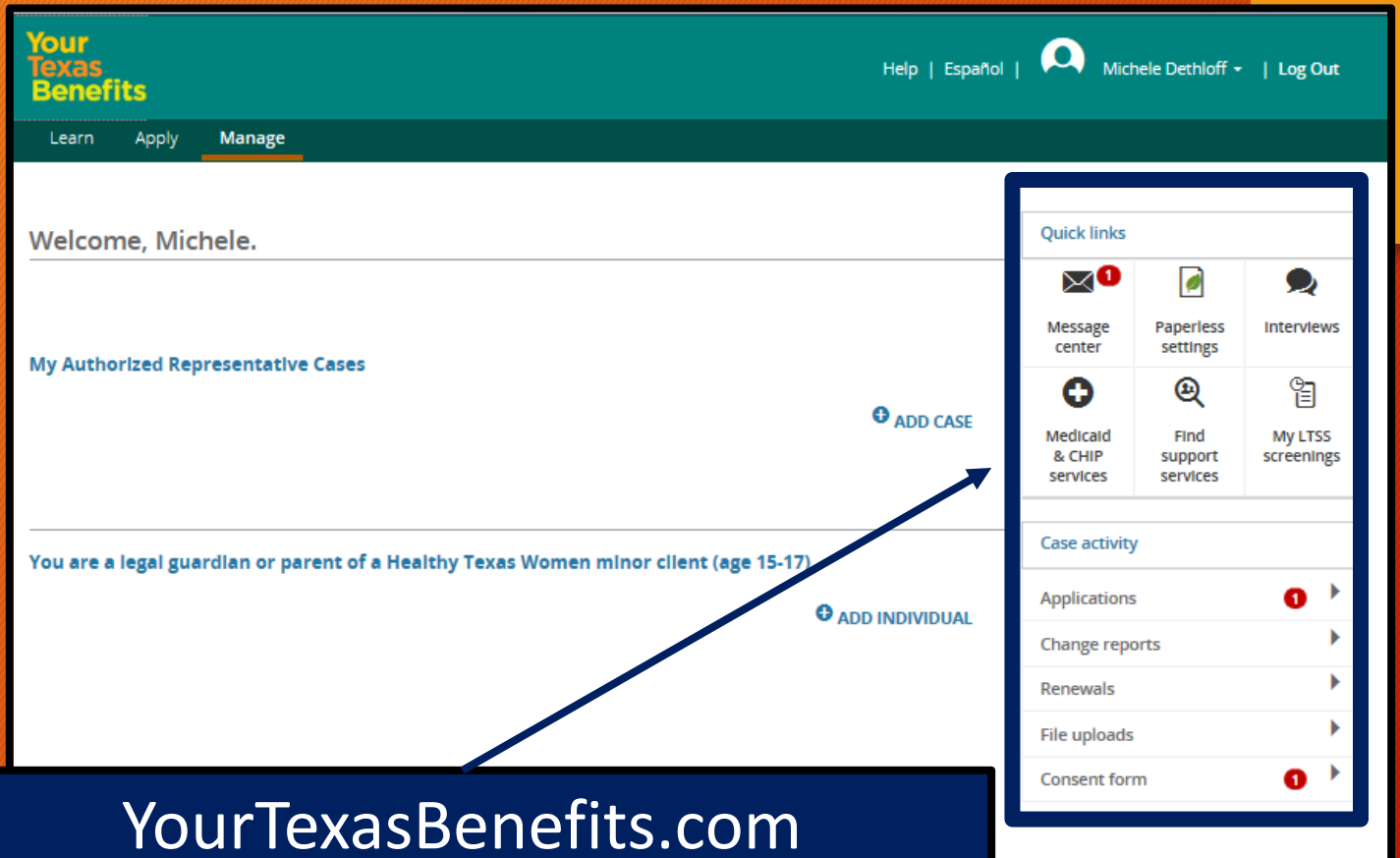
[Sign Up](#)

Need Help?

Get help over the phone, from an HHSC benefit office or community partner.

[More Info](#)

YourTexasBenefits.com Manage



YourTexasBenefits.com Manage

- Authorized Representative Cases
- Healthy Texas Women Minor Client
- Message Center
 - Paperless settings
 - Interviews
 - Medicaid CHIP Services
- Case Activity
 - Applications
 - Change Reports
 - Renewals
 - File Uploads

YourTexasBenefits.com Manage

The screenshot shows the 'YourTexasBenefits.com' Manage page. The header includes the logo, navigation links (Learn, Apply, Manage), and user information (Michele Dethloff). The main content area displays 'Welcome, Michele.' and 'My Authorized Representative Cases' with an 'ADD CASE' button. A 'Quick links' section contains icons for Message center, Paperless settings, Interviews, Medicaid & CHIP services, Find support services, and My LTSS screenings. A 'Case activity' section is highlighted, showing a list of activities with counts: Applications (1), Started (1), Sent or cancelled (0), Change reports, Renewals, File uploads, and Consent form (1).

Quick links

- Message center
- Paperless settings
- Interviews
- Medicaid & CHIP services
- Find support services
- My LTSS screenings

Case activity

Activity	Count
Applications	1
Started	1
Sent or cancelled	0
Change reports	
Renewals	
File uploads	
Consent form	1

Managing YourTexasBenefits.com

Case activity

- Applications
 - Started
 - Sent or cancelled
- Change reports
 - Started
 - Sent or cancelled
- Renewals
 - Started
 - Sent or cancelled
- File uploads
 - Sent or cancelled

YourTexasBenefits.com Manage

The screenshot shows the 'Your Texas Benefits' website interface. At the top, there's a teal header with the logo on the left and navigation links 'Help | Español | Michele Dethloff | Log Out' on the right. Below the header is a dark teal bar with 'Learn', 'Apply', and 'Manage' tabs, where 'Manage' is selected. The main content area has a white background. It starts with a 'Welcome, Michele.' message. Below that is a section titled 'My Authorized Representative Cases' with an 'ADD CASE' button. Further down, there's a section for 'You are a legal guardian or parent of a Healthy Texas Women minor client (age 15-17)' with an 'ADD INDIVIDUAL' button. On the right side, there's a 'Quick links' box containing icons and text for 'Message center', 'Paperless settings', 'Interviews', 'Medicaid & CHIP services', 'Find support services', and 'My LTSS screenings'. Below this is a 'Case activity' section with a table showing 'Applications' (Started: 1, Sent or cancelled: 0), 'Change reports', 'Renewals', 'File uploads', and 'Consent form' (1). A blue arrow points from the 'Quick links' box to the 'ADD CASE' button.

Quick links

- Message center
- Paperless settings
- Interviews
- Medicaid & CHIP services
- Find support services
- My LTSS screenings

Case activity

Applications	1
Started	1
Sent or cancelled	0

Change reports

Renewals

File uploads

Consent form 1

Quick links Message Center

- View Messages
- Alert Settings
- My Letters and Forms
- Email and Phone Settings

The screenshot shows the 'Message Center' page. It has a white background with a teal header. The header contains the text 'Message Center' and 'Welcome to the Message Center.' Below this, there's a paragraph: 'HHSC makes it easy to get updates about your account and cases. Sign up to get alerts by email or a text message. Click "Alert Settings" to get started.' The main content area has a grid of four tiles. The top-left tile has an envelope icon and the text 'View Messages'. The top-right tile has a bell icon with a red '1' and the text 'Alert Settings'. The bottom-left tile has a document icon and the text 'My Letters and Forms'. The bottom-right tile has a smartphone icon and the text 'Email and Phone Settings'.

Message Center

Welcome to the Message Center.

HHSC makes it easy to get updates about your account and cases. Sign up to get alerts by email or a text message. Click "Alert Settings" to get started.


View Messages

Alert Settings

My Letters and Forms

Email and Phone Settings

Your Texas Benefits

Help | Español |  Michele Dethloff | Log Out

Learn

Apply

Manage

Paperless settings

Sign up for paperless letters and forms and you will get an alert letting you know when new one has been posted to your online account.

Take 20 hours to get the cash

all your info.

must be mailed.

on saved.

C letters and forms online instead of in the

an alert letting you know when a new letter or account.


Have one place to keep track of all your info.

ns and conditions

GO PAPERLESS


SAVE

Your
Texas
Benefits

[Help](#) | [Español](#) |  [Michele Dethloff](#) · [Log Out](#)

[Learn](#) | [Apply](#) | [Manage](#)

[← BACK TO MESSAGE CENTER](#)



CONFIRM YOUR CODE: You need to confirm the code we sent you for alerts.

[CONFIRM](#)

Alert settings

Once you sign up for alerts, HHSC will automatically send you updates about your account and cases by email or text message.

Managing YourTexasBenefits.com Alerts Settings

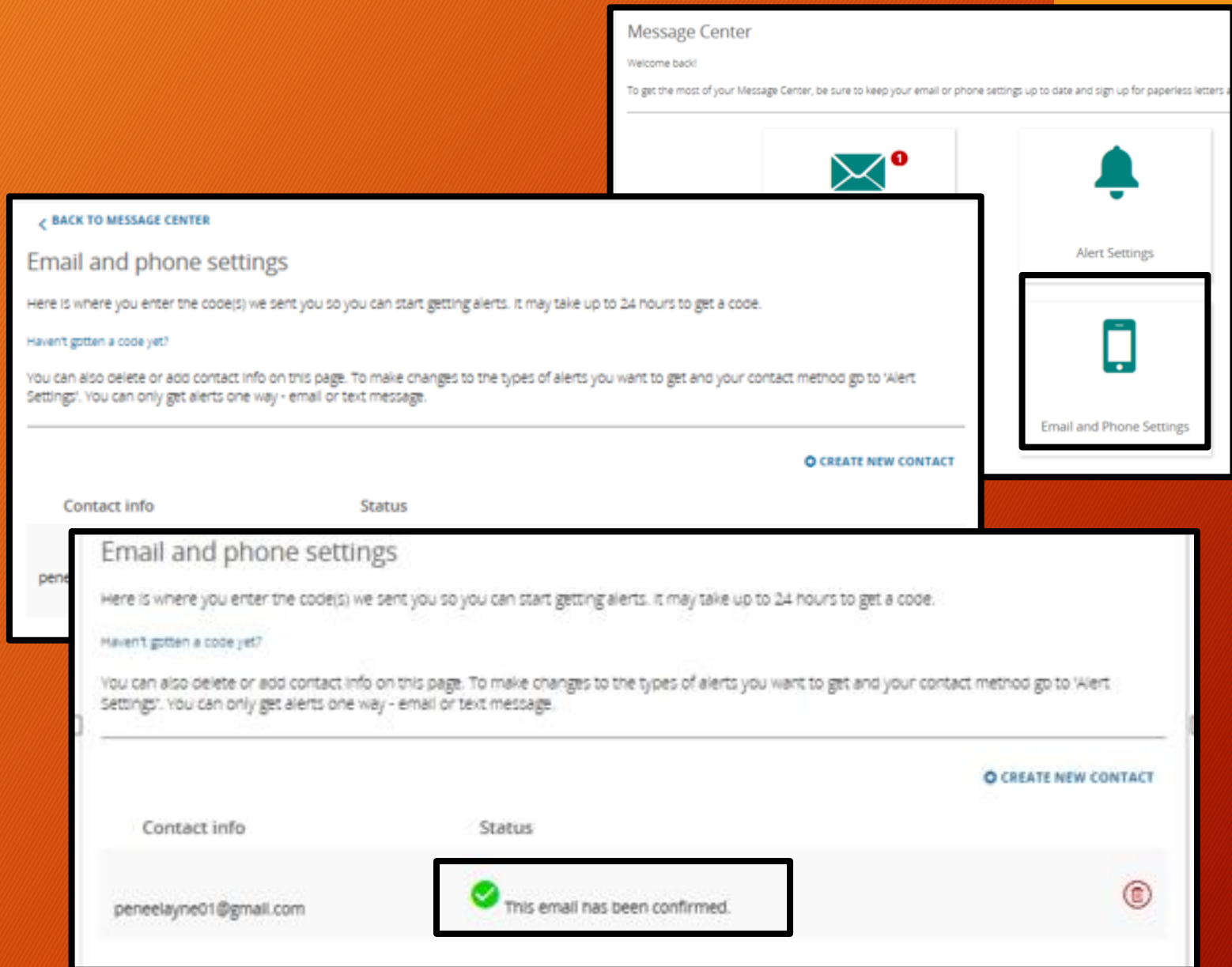
Users can:

- Choose to receive alerts
- Choose paperless settings
- Confirm alert settings

Users can:

- Choose to receive alerts
- Choose paperless settings
- Confirm alert settings

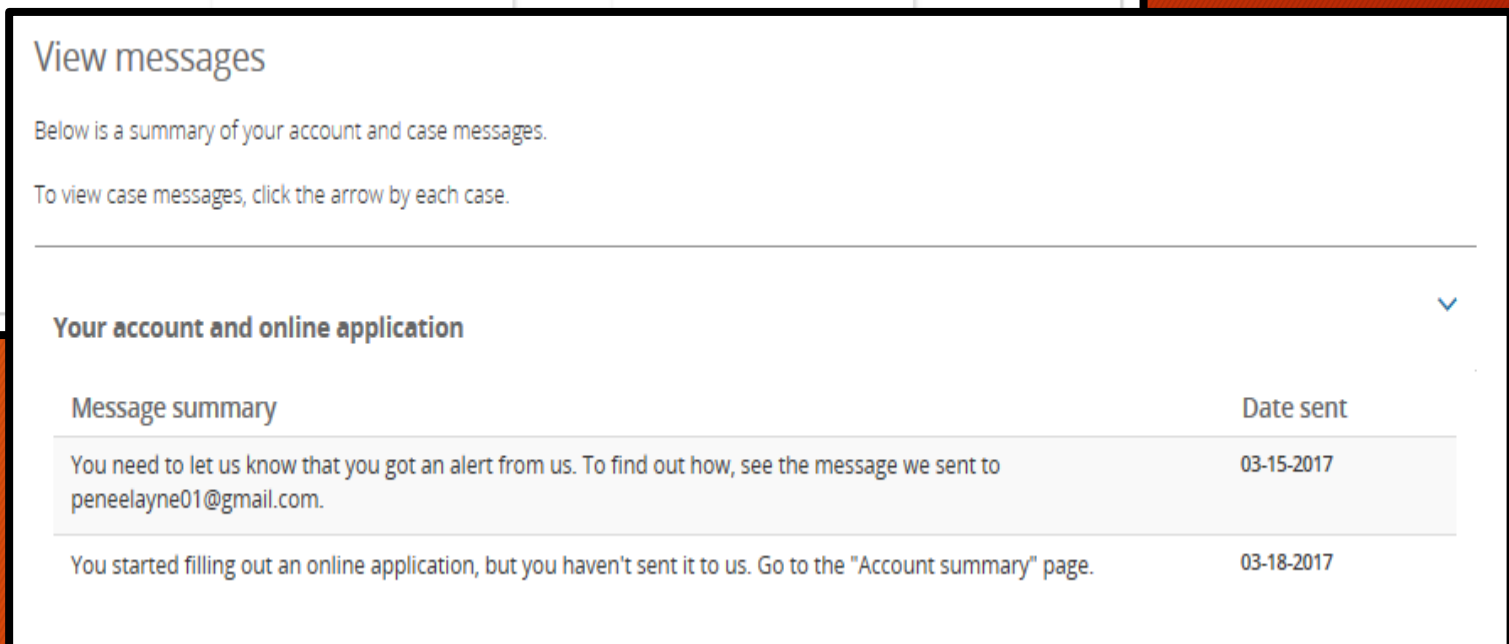
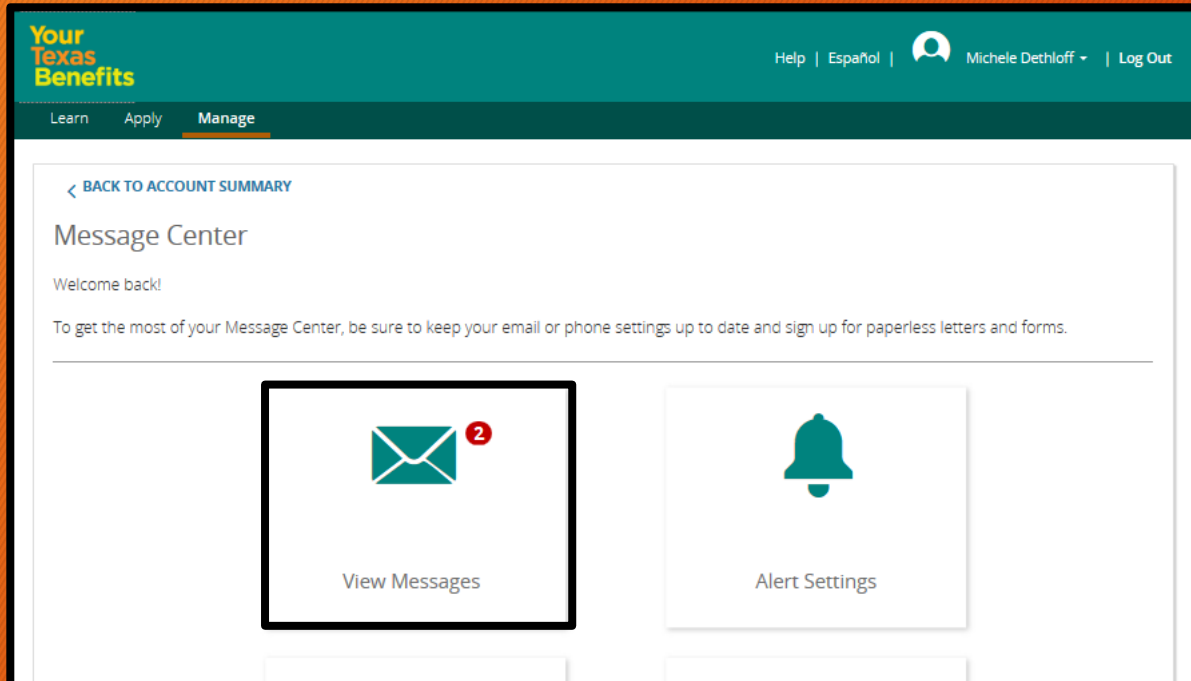
YourTexasBenefits.com Manage



YourTexasBenefits.com will send the user a pass code to verify their email address or phone number when signing up for Alerts and Paperless settings.

Once the code is entered and the contact information has been verified the user will receive confirmation.

YourTexasBenefits.com Manage



View messages shows the user a summary of all account and case messages.

YourTexasBenefits.com

Account Summary

The screenshot displays the YourTexasBenefits.com website interface. At the top left is the logo "Your Texas Benefits". The top right navigation bar includes links for "Help", "Español", a user profile icon for "Michele Dethloff", and a "Log Out" link. A dropdown menu is open from the user profile icon, listing the following options: "My account summary", "Message center", "Medicaid & CHIP services", "My LTSS screenings", "Find support services", and "Change password". The "My account summary" option is highlighted. Below the navigation bar, there is a teal banner with a white exclamation mark icon and a message: "You will not be able to use the Your Texas Benefits website from 7 a.m. Sunday to 7 a.m. Monday. We will be... If you received qualifying Medicaid or CHIP benefits from HHSC in 2016, we will send you an IRS Form 1095-b by... months you had coverage in 2016. You will need to use this form when filing 2016 federal tax returns." Below this banner are three yellow buttons: "Learn About benefit programs", "Apply For new benefits", and "Manage Your account or applications". A teal banner below the buttons contains an information icon and the text "You are now being assisted at HHSC". The main content area features a large heading "Learn how Your Texas Benefits can help you" and a promotional banner for Medicaid or CHIP renewal. The banner includes the text "If you get Medicaid or CHIP, make sure you're ready when it's time to renew." and a link "Click here to learn more." The banner also features a laptop displaying various health-related icons: pills, a piggy bank, a stethoscope, a bandage, a toothbrush, a thermometer, glasses, strawberries, broccoli, and a tomato.

Your Texas Benefits

Help | Español | Michele Dethloff | Log Out

! You will not be able to use the Your Texas Benefits website from 7 a.m. Sunday to 7 a.m. Monday. We will be... If you received qualifying Medicaid or CHIP benefits from HHSC in 2016, we will send you an IRS Form 1095-b by... months you had coverage in 2016. You will need to use this form when filing 2016 federal tax returns.

Learn About benefit programs

Apply For new benefits

Manage Your account or applications

i You are now being assisted at HHSC

Learn how Your Texas Benefits can help you

If you get Medicaid or CHIP, make sure you're ready when it's time to renew.
[Click here to learn more.](#)

←

Icons on laptop screen: pills, piggy bank, stethoscope, bandage, toothbrush, thermometer, glasses, strawberries, broccoli, tomato.

YourTexasBenefits.com

Account Summary

Medicaid and CHIP services

Below are links to manage your health care benefits once you are determined eligible.

Medicaid services

No cases were found in your account on Yourtexasbenefits.com.

Questions? Call toll-free 2-1-1 or 1-877-541-7905.

If anything on this page is not correct, check that your account is up to date.

Questions about your Medicaid card? Go to the [Medicaid card FAQ web page](#) or call 1-855-827-3748.

Pick your provider

Do you get Medicaid or CHIP? If yes, you can pick or update your doctor, dentist, medical plan, or dental plan online.

[PICK YOUR PROVIDER](#)

Change Password

To change your password, enter your current one or the temporary one you were given.

* = Required item

User name:

Peneelayne2012

Current or temporary password: *

Password: *

Re-type password: *

Password Strength:

Passwords must:

- Be between 8 and 32 characters
- Include at least 2 numbers
- Not have the same character more than 3 times in a row
- Not be the same as your user name

Through the "My Account Summary" drop-down users can change passwords, print Medicaid cards, choose a provider, find support services, check EBT balances, and access the Message Center.



YourTexasBenefits.com Account Summary

The screenshot shows the 'Your Texas Benefits' website interface. The top navigation bar includes the logo, 'Help | Español', a user profile for 'Homer Simpson', and a 'Log Out' link. Below this is a secondary navigation bar with 'Learn', 'Apply', and 'Manage' (the active tab). The main content area is titled 'Welcome, Homer.' and features a 'My Cases' section. A specific case is highlighted: 'Case: 1312890511 | Food Stamps | Medicaid | TANF' for 'Mr. Homer Simpson'. A 'Details' link with a right-pointing arrow is highlighted with a red box. To the right of the main content is a sidebar with 'Quick links' (Message center, Paperless settings, Interviews, Medicaid & CHIP services, Find support services, My LTSS screenings) and a 'Case activity' section listing 'Applications' (10), 'Change reports' (23), 'Renewals', 'File uploads', and 'Consent form' (1). At the bottom of the main content area is a section for 'My Authorized Representative Cases' and an 'ADD CASE' button.

Only users with a current SNAP or TANF benefits case can access EBT information from the Account Summary page.

Clicking “Details” next to the displayed case information will take the user to the “*Case Details*” page.

YourTexasBenefits.com Account Summary


Help | Español |  Homer Simpson ▾ | Log Out

Learn | Apply | **Manage**


[< BACK TO ACCOUNT SUMMARY](#)

Case details: 1312890511

OPEN CHANGE REPORT | UPLOAD FILES | **LONE STAR CARD INFO**

 SNAP

Status	Members	Start date	Renewal date	Time to renew	Benefits
Approved	Homer Simpson Margie Simpson Bart Simpson	11-01-2016	05-01-2017	No	668.00

 Medicaid

Status	Members	Start date	Renewal date	Time to renew	Healthcare.gov
Approved	Margie Simpson	11-01-2016		No	
Approved	Bart Simpson	11-01-2016	11-01-2017	No	
Denied	Homer Simpson			No	

The “Case Details” page contains a hyperlink called “LONE STAR CARD INFO”.

This hyperlink is only visible to primary card holders with full case access in YourTexasBenefits.com accounts .

YourTexasBenefits.com

Account Summary

Your Texas Benefits Help | Español | Homer Simpson | Log Out

Learn Apply Manage

[← BACK TO ACCOUNT SUMMARY](#)

Lone Star card info

You can see the balance of your card every 90 days.

Call the Lone Star card Help Center for more information:

- Activate your card
- Choose or change your card
- Report a card lost or stolen
- Get a new card

Click on your account number to view details.

Account details

Case number: 1312890511

Primary cardholder: Mr. Homer Simpson

Program	EDG number	Account number	Next deposit date	Card status	Balance
SNAP	098879713	237042267836	No deposit scheduled	Registration Required	\$199.31
TANF	087768631	237042267836	No deposit scheduled	Registration Required	\$208.74

Find an Office | Partner Login | Get a Paper Form | Contact HHSC

The Lone Star card info page provides a brief description of the EBT-related information available on YourTexasBenefits.com.

- Case number
- Primary Card Holder's (PCH) name
- Benefit Program
- Eligibility Determination Group (EDG) number
- Account number
- Next deposit date
- Card status
- Balance

It also contains a hyperlink to the Lone Star card help page.

YourTexasBenefits.com Account Summary

The screenshot shows the 'Your Texas Benefits' website interface. At the top, there is a teal header with the logo on the left, a 'Help Center' button with a laptop icon in the center, and 'Español | Close Help Center' on the right. Below the header is a search bar containing the text 'EBT'. The main content area is divided into two columns. The left column has a teal header 'Benefit Information' and a list of questions: 'When are SNAP food benefits put into my account?', 'When are TANF cash benefits put into my account?', 'What if I don't use all my benefits in one month?', 'What is a Lone Star Card account?', 'How do I start using my Lone Star Card?', 'What can I buy with my Lone Star Card?', and 'Can someone else get a Lone Star Card so they can buy items for me?'. At the bottom of this list is a '< Back' link. The right column features a section titled 'What is a Lone Star Card account?' with an icon of a card and a dollar sign. The text explains that SNAP and TANF benefits are loaded onto the Lone Star Card, which functions like a debit card. It also states that the card is loaded monthly and can be used at stores with the Lone Star Card, SNAP, or EBT sign. A bold heading 'By creating a Your Texas Benefits account, you can see:' is followed by a bulleted list: 'A list of benefits you get' and 'Your benefit amounts'.

Your Texas Benefits

Help Center

Español | Close Help Center

EBT

Benefit Information

When are SNAP food benefits put into my account?

When are TANF cash benefits put into my account?

What if I don't use all my benefits in one month?

What is a Lone Star Card account?

How do I start using my Lone Star Card?

What can I buy with my Lone Star Card?

Can someone else get a Lone Star Card so they can buy items for me?

< Back

What is a Lone Star Card account?

If you get SNAP food benefits or TANF cash help, those benefits are put on your Lone Star Card. It's a plastic card that is used like a debit card to pay for items.

The Lone Star Card account is like a bank account. Each month your benefits will show up in your card's account like a deposit. When you buy something, the amount you spend is taken out of your account.

You can use your card at stores that have a Lone Star Card, SNAP, or EBT sign.

By creating a Your Texas Benefits account, you can see:

- A list of benefits you get
- Your benefit amounts

The searchable Help Center can address many common questions about the site or our programs

YourTexasBenefits.com

Account Summary



Help | Español |  Homer Simpson | Log Out

Learn Apply **Manage**

[← BACK TO LONE STAR CARD INFO](#)

Lone Star card activity

You can see your card activity from the last 90 days.

Pick card activity dates:

11/13/2016 - 12/12/2016

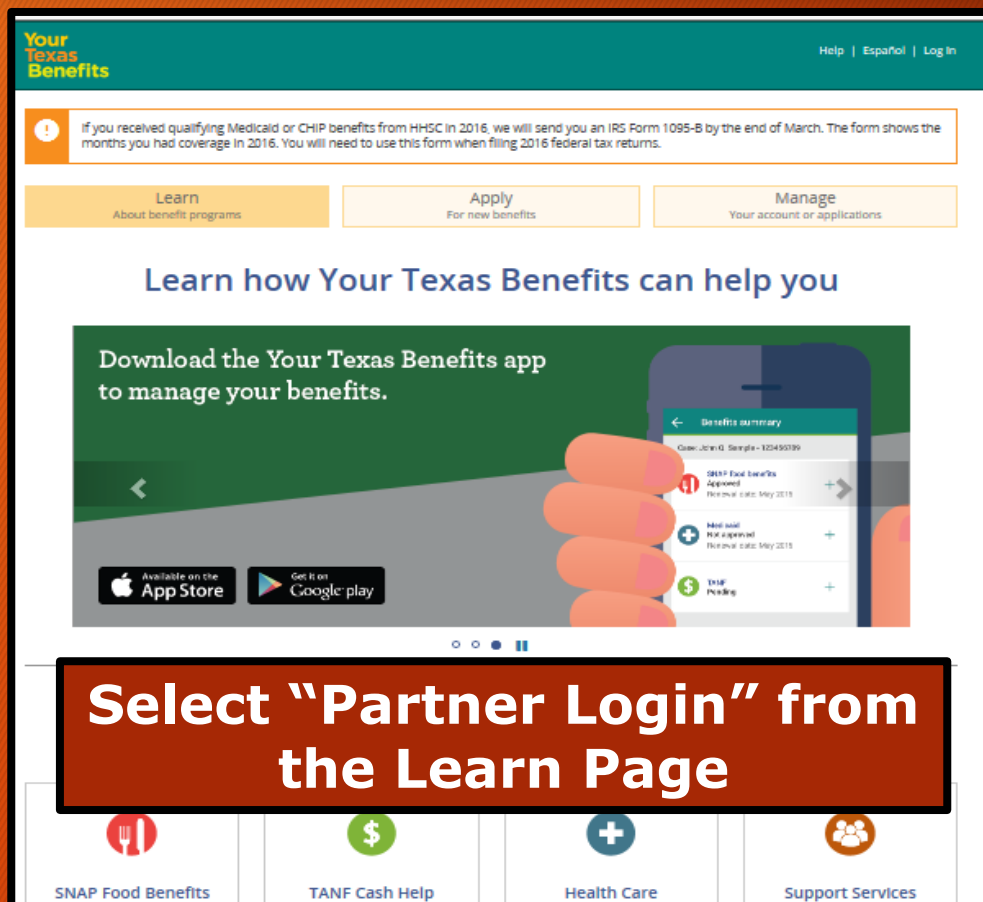
Activity date	Location	Description	Amount
11/22/2016	1448 HISTORIC ROUTE 66,SANTA ROSA TXUS SPICER GROCERS	Declined	\$100.08

The Lone Star card activity page allows a Primary Card Holder to see his card activity for the last 90 days. The available information includes the Lone Star card transaction:

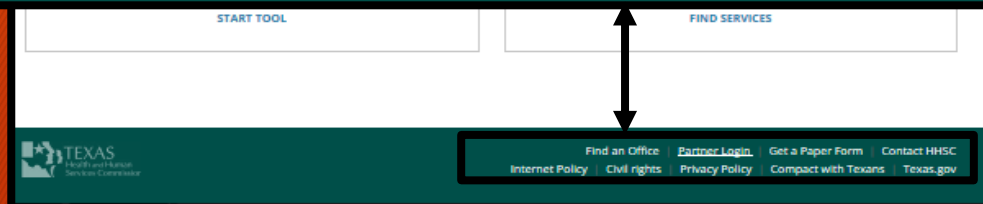
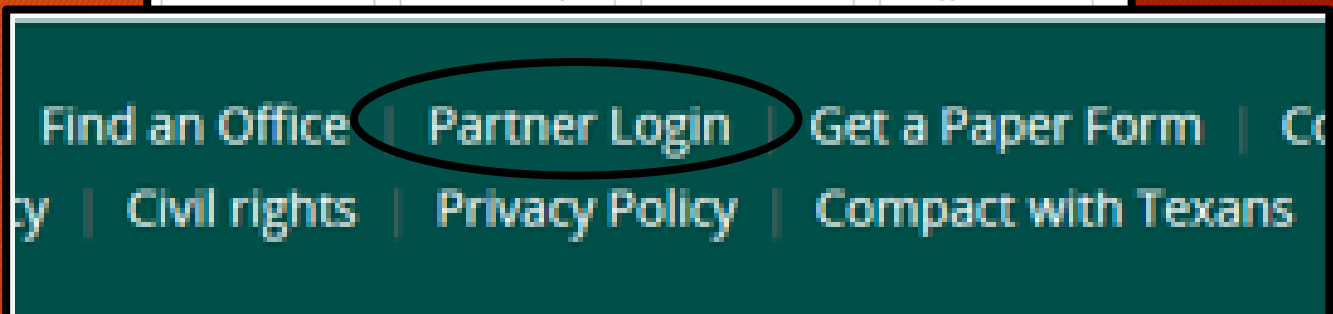
- Activity date
- Location
- Description
- Amount

YourTexasBenefits.com

Setting up your computer with the Community Partner ID (CP ID)



Select "Partner Login" from the Learn Page



YourTexasBenefits.com

Setting Up your computer using your CP ID

The screenshot shows the homepage of YourTexasBenefits.com. At the top, there is a teal header with the logo and navigation links. Below the header, a notification banner provides information about 2016 tax forms. A row of three buttons (Learn, Apply, Manage) is visible. The main content area features a large video player and a grid of service tiles including SNAP Food Benefits, TANF Cash Help, Health Care, and Support Services. A 'Partner Login' pop-up is centered on the screen, prompting the user to select their role. The 'COMMUNITY PARTNER' button is highlighted with a black box and an arrow pointing to a red instruction box at the bottom. The footer contains the Texas Health & Human Services Commission logo and a list of links.

Partner Login
Select which type of partner you are to be taken to your start page.

I am a:

COMMUNITY PARTNER

QUALIFIED HOSPITAL / QUALIFIED ENTITY

Select "COMMUNITY PARTNER" from the "Partner Login" pop-up.

TEXAS
Health & Human Services
Commission

Find an Office | Partner Login | Get a Paper Form | Contact HHSC
Internet Policy | Civil rights | Privacy Policy | Compact with Texans | Texas.gov

YourTexasBenefits.com

Setting Up your computer using your CP ID

Your Texas Benefits [Help](#)

Community Partner Login

* - Required item

Set up computer

Community Partner ID *

Login (for case assistance and Community Partner interviewer accounts only)

User name *

Password *

[SET UP](#)[LOG IN](#)[Forgot password?](#)

Community Partners are community organizations that help Texans apply for and manage their HHSC benefits. Benefits include SNAP Food Benefits, TANF cash help for families, Medicaid and CHIP benefits.

Some Community Partners only provide computers. Other partners help with completing applications and submitting documents.

Is your organization interested in becoming a Community Partner?
Contact us for more information on our Community Partner Programs
visit our Community Partner website or email us at HHSC OCA Community Partners

Enter your organization's unique 5 digit CP ID.

TEXAS
Health and Human Services Commission

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Your Texas Benefits Help | Español | Log In

Set up computer

Clicking "confirm" completes the set up for your organization. This set up allows HHSC to track and record your submissions. A report with your online submissions will be available for your organization.

Your community partner name:

User Agreement

As an employee, volunteer, agent or representative of an organization, I will assist applicants for, and recipients of, Texas Health and Human Services Commission (HHSC) program benefits by helping them complete the web application found at www.yourtexasbenefits.com. Their legally authorized representatives, are referred to as "partners" (or "partnership organizations") by helping them complete the web application found at www.yourtexasbenefits.com. Their legally authorized representatives, are referred to as "partners" (or "partnership organizations") by helping them complete the web application found at www.yourtexasbenefits.com. Their legally authorized representatives, are referred to as "partners" (or "partnership organizations") by helping them complete the web application found at www.yourtexasbenefits.com.

☒ I agree to the terms above

Verify organization name, select continue.

Check the "I agree to the terms above" box, then select "Set Up".

TEXAS Health and Human Services Commission

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YourTexasBenefits.com

Setting Up your computer using your CP ID

The screenshot shows the homepage of YourTexasBenefits.com. At the top, there's a teal header with the logo and navigation links: Help, Español, and Log In. Below the header is a light gray banner with a message about Medicaid/CHIP benefits and an IRS Form 1095-B. Underneath are three buttons: Learn (About benefit programs), Apply (For new benefits), and Manage (Your account or applications). The main heading reads "Learn how Your Texas Benefits can help you". A large red box with white text is overlaid on the page, stating "Close the 'Login to Your Account' pop-up." with an arrow pointing to the close button (an 'X' in a square) on the login pop-up. The pop-up itself is white with the title "Login to your account" and fields for User name and Password. It also includes checkboxes for "Remember me" and "Show password", a blue "LOG IN" button, and links for "Forgot password?", "Don't have an account?", "Forgot user name?", and "Create a new account". Below the pop-up, the website features four service tiles: SNAP Food Benefits, TANF Cash Help, Health Care, and Support Services, each with a "LEARN MORE" button. At the bottom, there are two more tiles: "Prescreening Tool" and "Find Support Services". The footer contains the Texas Department of Health and Human Services logo and a row of links: Find an Office, Partner Login, Get a Paper Form, Contact HHSC, Internet Policy, Civil rights, Privacy Policy, Connect with Texans, and Texas.gov.

Close the "Login to Your Account" pop-up.

Login to your account

User name

Password

☐ Remember me ☐ Show password

LOG IN

[Forgot password?](#) [Don't have an account?](#)

[Forgot user name?](#) [Create a new account](#)

SNAP Food Benefits
Helps families buy food for good health.
LEARN MORE

TANF Cash Help
Helps families with children age 18 and younger pay for basic needs.
LEARN MORE

Health Care
Helps cover visits to doctors, dentists, and hospitals. Also covers medicines ordered by doctors and dentists.
LEARN MORE

Support Services
Helps people with daily living needs, caregivers, and people with mental health, drug or alcohol issues.
LEARN MORE

What help can you get?

Prescreening Tool
Answer some basic questions in our prescreening tool to find which benefits and support services you might be able to get.
When you're done, you can create an account to apply for benefits and send your info to support services to be contacted by programs.
START TOOL

Find Support Services
If you are just looking for support services and want to be contacted by programs, you need to create an account.
With an account, you will also be able to save your support services screening forms and check the status of any you have already filled out.
FIND SERVICES

TEXAS
Department of Health and Human Services

[Find an Office](#) [Partner Login](#) [Get a Paper Form](#) [Contact HHSC](#)
[Internet Policy](#) [Civil rights](#) [Privacy Policy](#) [Connect with Texans](#) [Texas.gov](#)

YourTexasBenefits.com

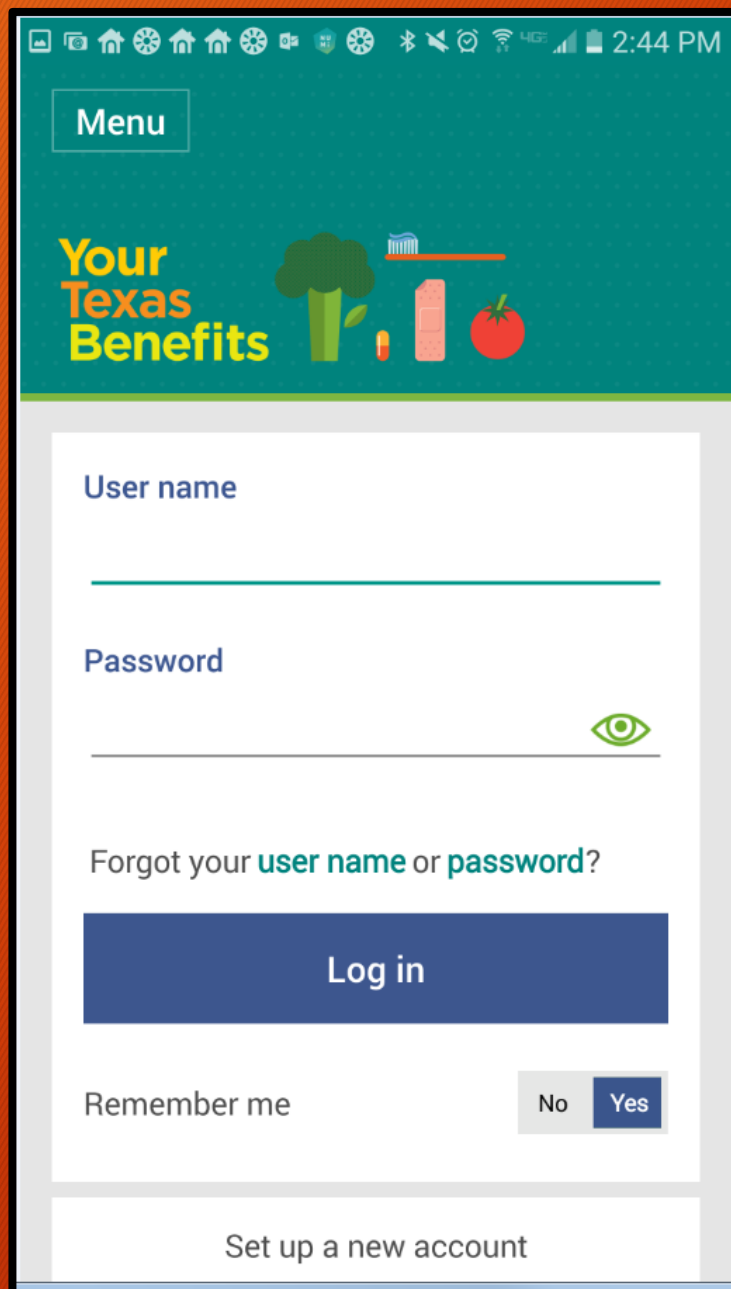
Setting Up your computer using your CP ID

The screenshot shows the YourTexasBenefits.com website. At the top, there is a teal header with the logo and navigation links: Help | Español | Log In. Below the header, a yellow banner contains a message about receiving an IRS Form 1095-B. Underneath, there are three buttons: Learn (About benefit programs), Apply (For new benefits), and Manage (Your account or applications). A green bar with a white information icon and the text "You are now being assisted at HHSC" is highlighted with a black box. Below this, a large banner features a laptop with various icons (pill, piggy bank, stethoscope, fruit, glasses) and the text: "If you get Medicaid or CHIP, make sure you're ready when it's time to renew. Click here to learn more." Further down, a section titled "State benefit programs help people with little or no money who are in need" displays four cards: SNAP Food Benefits, TANF Cash Help, Health Care, and Support Services, each with a "LEARN MORE" button. Below this, a section titled "What help can you get?" shows two boxes: "Prescreening Tool" and "Find Support Services", each with a "START TOOL" or "FIND SERVICES" button. At the bottom, a dark teal footer contains the Texas Department of Health and Human Services logo and links: Find an Office, Partner Login, Get a Paper Form, Contact HHSC, Internet Policy, Civil rights, Privacy Policy, Compact with Texans, and Texas.gov.

Green bar should appear and read "You are now being assisted at _____" (your organization's name)

YourTexasBenefits.com

Mobile App



The screenshot shows the mobile app interface for YourTexasBenefits.com. At the top, there is a status bar with various icons and the time 2:44 PM. Below the status bar is a teal header with a 'Menu' button in the top left corner. The header also features the 'Your Texas Benefits' logo in yellow and orange text, followed by a row of icons: a green broccoli, a blue toothbrush, a pink pill bottle, and a red tomato. The main content area is white and contains a login form. The form has two input fields: 'User name' and 'Password'. The 'Password' field has a green eye icon to its right. Below the password field is a link that says 'Forgot your user name or password?'. A large blue 'Log in' button is positioned below the link. At the bottom of the form, there is a 'Remember me' label and two buttons: 'No' and 'Yes'. Below the form is a white box with the text 'Set up a new account'.

Menu

Your Texas Benefits

User name

Password

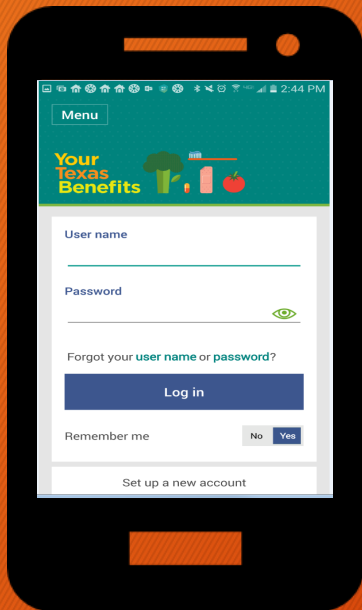
[Forgot your user name or password?](#)

Log in

Remember me

[Set up a new account](#)

YourTexasBenefits.com Mobile App



The YourTexasBenefits.com mobile app
complements the YourTexasbenefits.com
website.

YourTexasBenefits.com Mobile App



- The app can be found in the Google Play and iTunes store by searching for “Your Texas Benefits”.
 - It **cannot** be found by searching for “YTB”
- The app can be viewed in English or Spanish (depending on the language setting on a user’s phone).

YourTexasBenefits.com

Mobile App

What can be done on YourTexasBenefits.com Mobile App?

Users can:

- Set up a new account
- Update account to full access
- Report most changes
- Account Management
- View case information
- Upload files
- Find an office or community partner
- Choose to go paperless
- Other Menu
 - Help Center
 - Links
- Banner Message

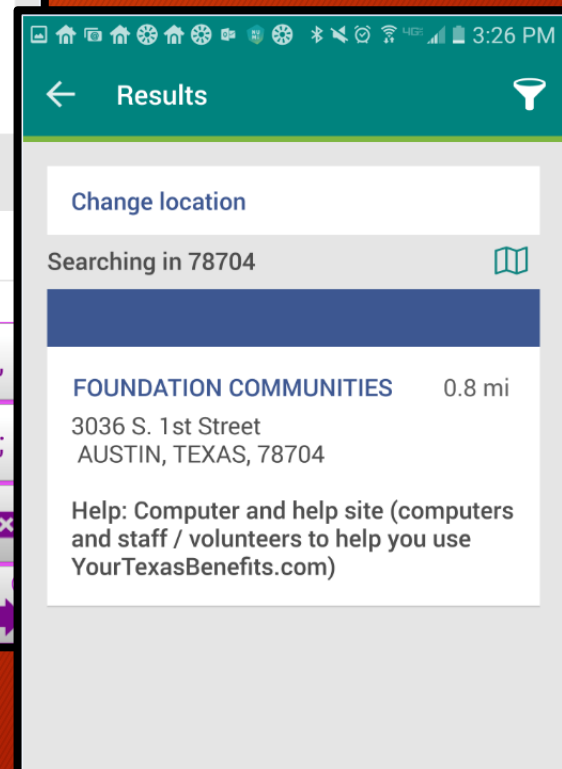
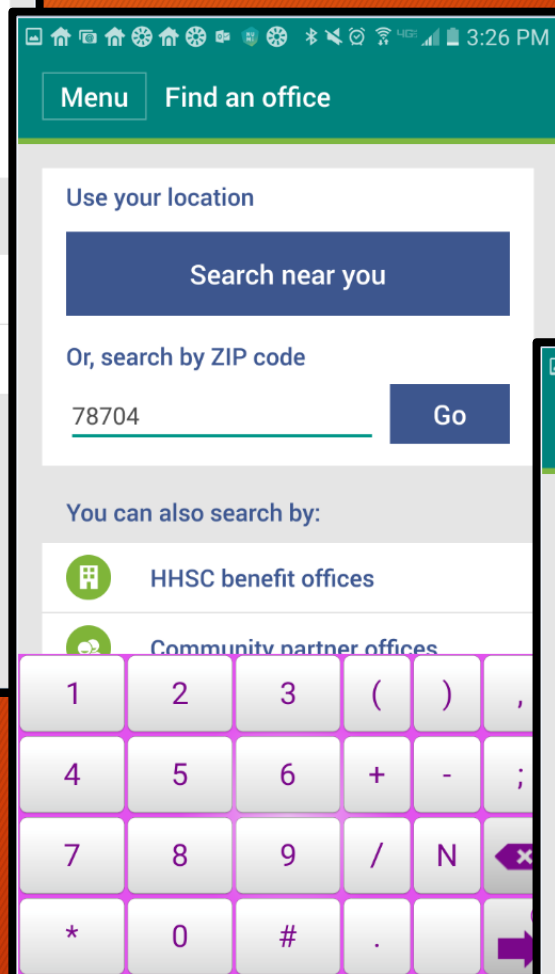
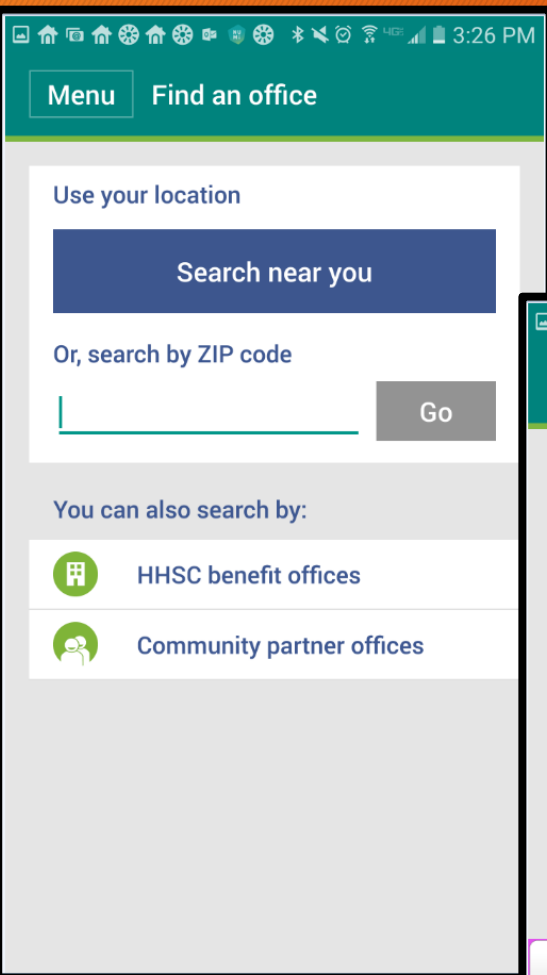
*Users **cannot**:*

- Apply for or renew benefits
- Report some changes
 - Adding an individual
- See all history or previous benefits
- View EBT information
- See case history
- Healthy Texas Women

***Client can do all
of this on the
website!***



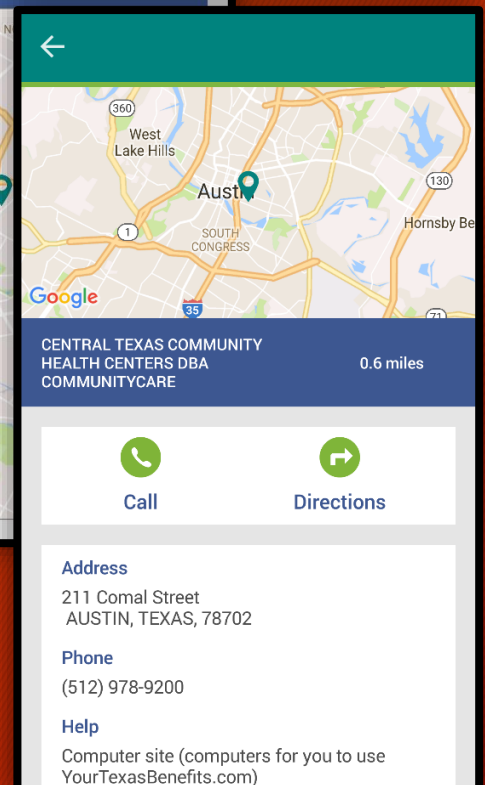
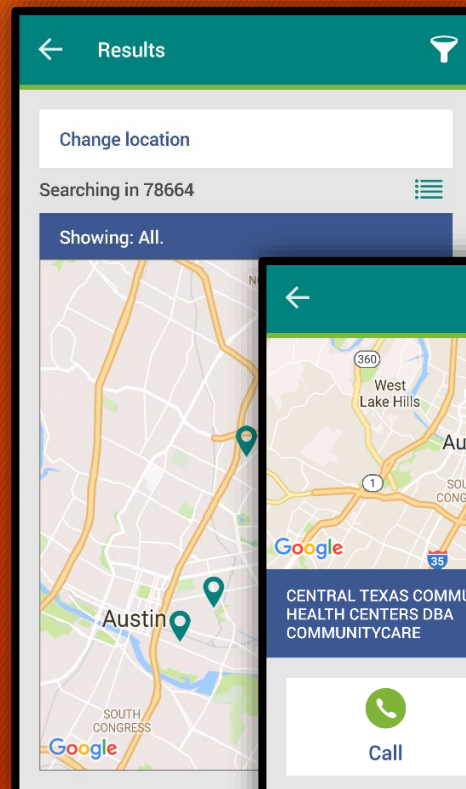
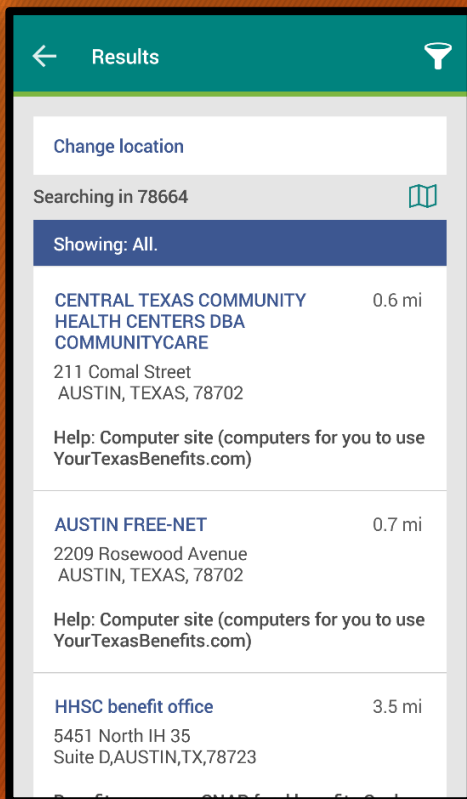
YourTexasBenefits.com Mobile App



Find an HHSC Benefit Office or a
Community Partner

YourTexasBenefits.com Mobile App

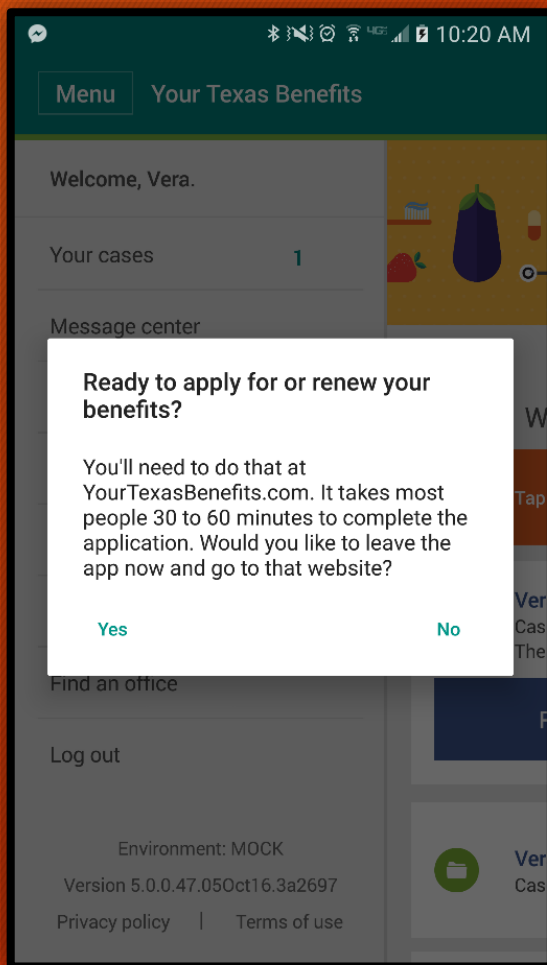
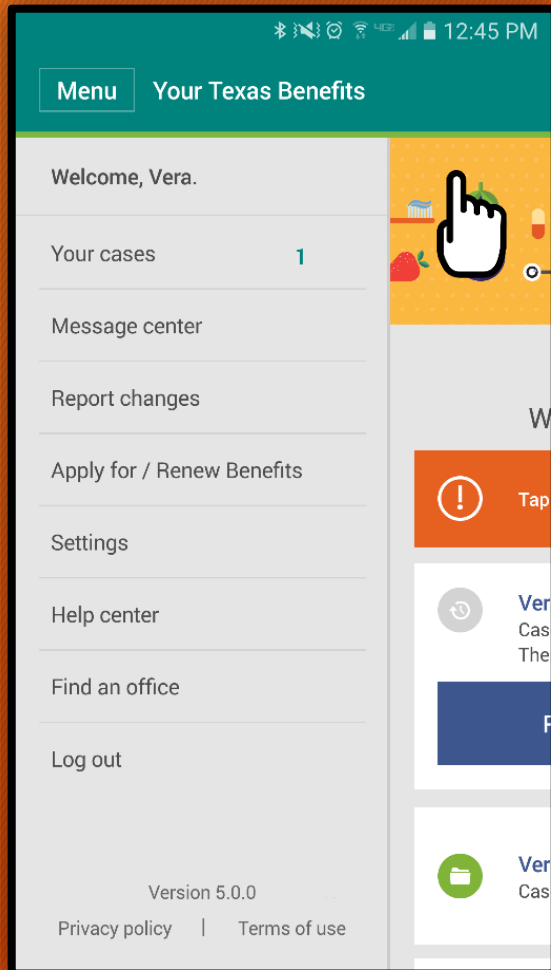
Search results can be displayed in different views.



Search results are shown in list view, but can also be seen on a map by clicking the map icon in the top right.

Clicking on an office or Community Partner gives more details, and the option to call or get directions.

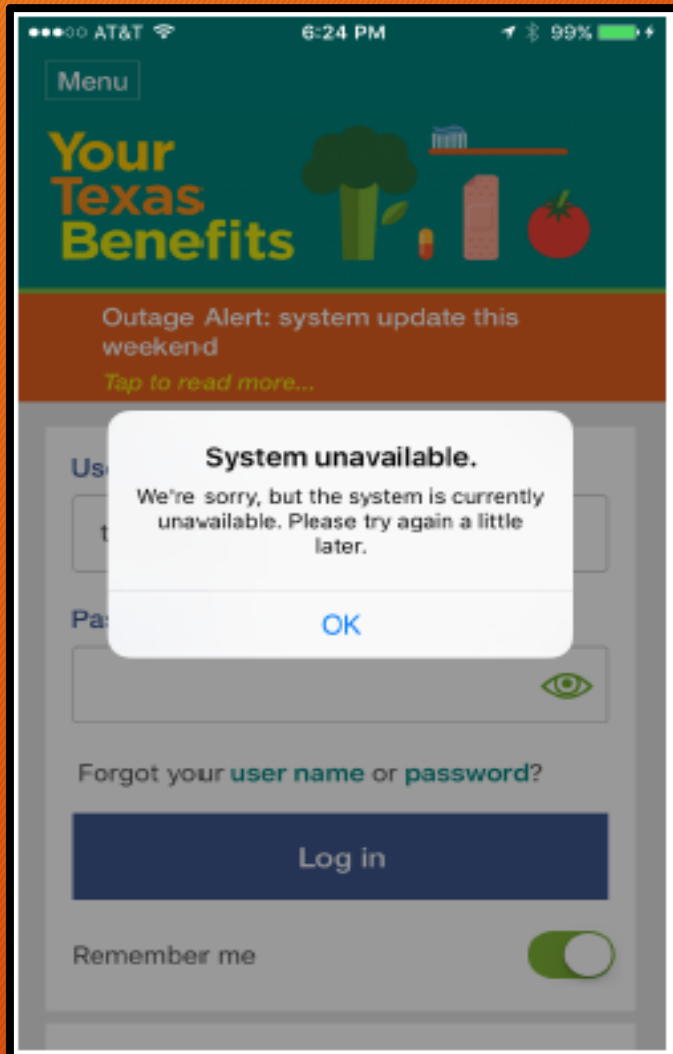
YourTexasBenefits.com Mobile App



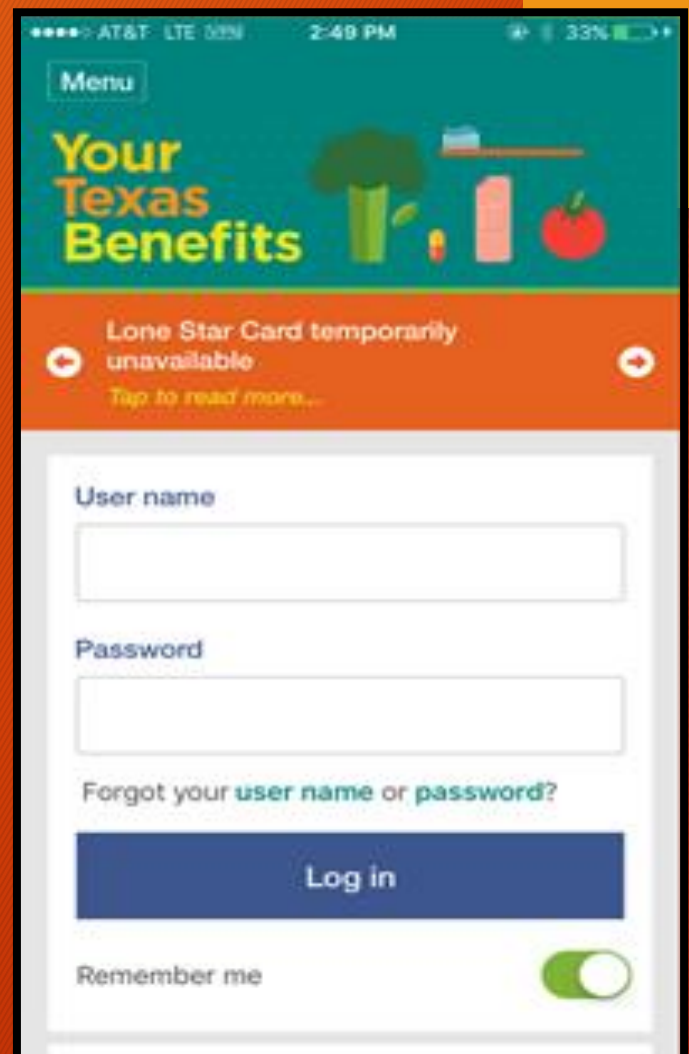
A user cannot apply for or renew benefits using the Mobile App.

Links have been added to the Mobile App which will direct users to YourTexasBenefits.com website where they can apply and renew.

YourTexasBenefits.com Mobile App



If the system is down for maintenance or updates, users will not be able to access the app and will receive a system alert.



Scrolling Banner Messages notify clients of scheduled maintenance times and dates as well as provides users with valuable HHSC information.

YourTexasBenefits.com

Questions

